

MERCHANDISE RETURN CLAIM FORM

No merchandise return will be accepted without prior authorization. All returns must be in their original box unopened and undamaged.

No return will be accepted after **14 days** since delivered.

All return orders require providing original invoice. Refund will be conduct with 24 hours after original payment clear.

Minimal 20% RESTOCKING FEE applies to returned merchandise by pick up, delivery, or shipping placed in error by the customer, and undamaged warehouse assembled items.

Self-assembled merchandise and merchandise with missing parts are subject to higher restocking fee upon the condition. Damaged merchandise and service charges are not subject to return.

To return an item, just follow the steps below:

Step 1 Fill out shipping information:

Name _____ Email _____
Address _____ Suite/Apt. _____
City _____ State _____ Zip _____ Country _____
Phone _____ Invoice # _____ Sales order # _____

Step 2 How would you like us to handle your return/exchange? Circle one

Store Credit Refund Exchange (Please fill out step 4 below) Repair (For used items under warranty only)

Step 3 List Items you are returning

<u>QTY</u>	<u>Item Code</u>	<u>Description</u>	<u>Reason</u>

Reason for Return: (fill in letter above)

A. Damaged

B. Defective

Additional comments:

C. Dissatisfied

D. Incorrect Item Shipped

E. Ordered wrong product

F. Not as Described

G. Not as pictured

H. Shipping Damage

I. Arrived Late

J. Others

Step 3 List item(s) you want to exchange or replace: (if applying for credit/refund skip this step.)

<u>QTY</u>	<u>Item Code</u>	<u>Description</u>	

Step 4 Enclose and return:

Enclose the Return Form and a copy of the invoice along with the original packed & condition they were received. Send your package prepaid and insured to assigned warehouse.