

Return Merchandise Authorization Form

Name _____ Date of Purchase _____

Order # _____ R.M.A. # _____ Daytime Phone _____

Item(s) being returned _____

Please circle the applicable reason for your return:

a) Defective merchandise, initial failure, to be replaced. Detail the nature of the defect:

b) Wrong item received. Please exchange. _____

c) Upgrade to: _____

d) Changed mind. Returning for credit (subject to a 10% restocking fee). _____

1. Items are returnable only within 10 days of purchase. Before returning an item, please contact our Customer Service Dept. for a Return Merchandise Authorization number (R.M.A. #), at (888) 920-3332, Option 3 or fax: (718) 437-8895. Please have your Order # available. Customer Service phone hours are Monday - Thursday 9:30 - 5:30; Friday 9:30 - 2:00.

2. Returns will not be accepted without an R.M.A. #. After you receive the R.M.A. #, please complete this form, and include a copy of your invoice in the return package. All returned packages must have the R.M.A. # clearly visible on the outside of the package. Shipping charges are not refundable. Items have to be returned within 10 days after the R.M.A. # has been issued.

3. Our policy for returnable products (see exceptions on our website) is for factory service or replacement, at the manufacturer's discretion, based on their warranty. If you change your mind and want a refund, the return will be subject to a 10% restocking fee. This 10% fee is for merchandise returned in its original condition with all paperwork and packing intact. Items returned must include all the accessories supplied. If an accessory is missing, you will be charged for each item missing. If an item has been used, or if the gift box and paperwork are not in their original condition, then the item becomes a used product, and additional restocking fees apply, depending on each situation.

4. All returns must be properly packed in a secondary carton, and shipped insured. Do not tape or deface the original packaging of the product. The customer assumes responsibility for the product until received at our facility.

5. All returns have to be processed and inspected in our warehouse before an exchange can be issued. **The return/exchange process typically takes 10-14 days.** Items found to be damaged through misuse, abuse, or negligence, are not eligible for return.

Thank you for your patronage