

Wandatech Return Policy

All our Side Post Aluminum Umbrella frames are warranted for a period of 1 year from the original date of dealer's invoice. Wandatech warrants that this product shall be free from defects in workmanship and materials under normal use and proper assembly as follows within the user's setup manual. (See our Warranty Policy for additional details).

Change your mind?

Dealers/Customers may return the product to us within 7 days from date of delivery for a different product, (excluding shipping and handling charges).

All returns are subject to a 25% restocking fee. Return shipping to us is at your own expense. Order cancellations must be requested via FAX or E-mail. Any order that is cancelled after shipping will be subject to a 25% re-stocking and freight charges. It is the responsibility of the dealer to pay the freight charges both to and from Wandatech on any cancelled order, once it has been shipped.

- Carton must not be opened
- We will not issue any merchandise credit or refund before we received the returning merchandise.
- It is dealer's responsibility to return the merchandise in good & re-sellable condition.
- All returned merchandise will be inspected by our inspector (technician might also get involve when needed).

No returns will be accepted without a written Return Authorization (RA#) from the factory. Please fax in a request for an RA#, your request should include the following information. Wandatech will response within 5 business day. Our fax number is 949-863-9259 (effective from 1/1/2009)

- Your company name & a contact number
- The reason for the return
- The Shade Depot invoice, packing list # and/or acknowledgement
- Which carrier will be returning the goods and
- The Number of units to be returned and carton total
- The date of the shipment

Defective Returns:

Please check our website for the detail product information before you call or e-mail us.

Our website is www.WandaTech.com

If your product is still not functioning properly after the trouble shooting, please call us at 949-863-1629 or e-mail to Service@Wandatech.com as soon as possible (but not later than 7 days from date of delivery). In most instances, our representatives can assist you in diagnosing and resolving your products problem. However, in rare instances, a product maybe defective, in such case, we will repair or replace at our discretion with a product of an even exchange of the same item, subject to in-stock availability. Replacement items ship the same day the defective item is received and inspected by our Returns Department. (Subject to in stock inventory)

- Customer must pay return freight and will be reimbursed for shipping in the event the product is found defective. (Reimbursement for shipping will be for Regular Ground Shipments).
- All products returned to us must be accompanied by a valid Return Authorization (RA) number written clearly on the outside of carton in a conspicuous area. RA will expire in 15 days after they are issued and cannot be extended or re-issued.
- All returned products must be 100% complete in original packaging and resalable condition, with all packaging, manuals and other accessories and documentation included.
- There will be a charge for any missing parts, packaging, manuals etc. based on our replacement parts price list.
- A valid RA number must be written clearly and conspicuously on the outside of the packaging. Incomplete or unauthorized returns will be refused.