

Wanda Technology Inc.

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www.Wandatech.com

Dealer/Consumer Return Procedures and Conditions

Please check our Warranty policy and Return policy before you file our RA application.

- Under our limited warranty policy, Wandatech warrants that our product will be free from defects in workmanship and materials under normal use and proper assembly. Wandatech reserves the right to determine if our warranty policy applies, in each case.
- It is our policy to send the Dealer/Consumer the replacement parts along with written instructions to assist in the repair. Only after all attempts have been made by the Dealer/Consumer, to repair the product, and as a last resort, will a Return Authorization (RA) number be authorized.
- It is the responsibility of the Dealer/Consumer to pay for the freight (amount is based on the product size & weight). If it has been determined to be defective due to a manufacturer defect, Wandatech will reimburse the Dealer/ Consumer for the freight cost.
- If it has been determined that the product must be returned for service, the Dealer/Consumer must complete the following steps:

Step 1. Complete the Return Authorization Application Form and return it to Wandatech for approval. E-mail address: Service@Wandatech.com ; Fax number: 949-863-9259

Step 2. After the RA application has been approved, Wandatech will calculate the freight cost for both directions and send the Dealer/Consumer the Credit Card Authorization Form to pay for the shipping in advance. It must be filled out and returned to Wandatech.

Step 3. Once the freight has been paid, Wandatech will send the Dealer/Consumer a UPS (regular ground) shipping label or schedule a common carrier to pick up the product.

Step 4. The Dealer/Consumer is responsible for packaging the product for shipping. It must be packed with sufficient packaging material as to prevent damage during shipping.

Step 5. The package must be clearly marked with the RA number. If the number is not visible, our warehouse staff will refuse the package. We recommend you clearly mark the RA number next to the UPS return label or Bill of Landing if by trucking.

Step 6. When the package is ready for delivery, you must notify Wandatech to schedule a pick up.

Step 7. After Wandatech has received the package and inspected the product and evaluated the problem, the Dealer/Consumer will be notified of the results and recommendations.

Step 8. If it has been determined that the problem is a result of a manufacturer defect, Wandatech will repair or replace the product at no cost to the Dealer/Consumer. Any freight cost paid by the Dealer/Consumer will be reimbursed.

Step 9. If it has been determined that the problem is NOT a result of a manufacturer defect, the Dealer/Consumer will be responsible for the cost for the parts and labor needed to repair the product. You could also ask for Ship back or Field destroyed. No freight cost will be reimbursed.

We sincerely apologize for any inconvenience or burden due to our product.

I have read, understood and agreed with the above.

Name:

Signature:

Date: