

POLICIES & PROCEDURES

SDEPOT.COM

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PRODUCT RETURN PROCEDURE...EFFECTIVE JANUARY 21, 2016

VERSION 1.00

NEW PRODUCT (PURCHASED LESS THAN 30 DAYS AGO FROM THE SYSTEMS DEPOT)

- STEP 1: CUSTOMER CONTACTS SALES IMMEDIATELY UPON RECEIPT OF PRODUCT WITH THE REASON THE PRODUCT NEEDS TO BE RETURNED (**MUST BE UNOPENED / UNUSED, FREE OF CUSTOMER MARKINGS & LABELS, AND PURCHASED WITHIN THE LAST 30 DAYS FROM TSD**)
- STEP 2: WITH TSD APPROVAL, CUSTOMER SUBMITS COMPLETED TSD RMA FORM TO CUSTOMER CARE
- STEP 3: TSD WILL PROVIDE RMA#
- STEP 4: CUSTOMER RETURNS PRODUCT WITH RMA# TO TSD (PLACE RMA# ON SHIPPING LABEL)
- STEP 5: TSD WILL ISSUE CREDIT ONCE PRODUCT IS EVALUATED AND MEETS RETURN CONDITIONS*
- ANY ITEM RETURNED MAY BE SUBJECT TO A MANUFACTURER'S RESTOCKING FEE
 - SPECIAL ORDER PRODUCTS ARE NOT RETURNABLE WITHOUT MANUFACTURER'S APPROVAL
 - ALL FEES & CHARGES (REPAIR/SHIPPING/HANDLING) ASSOCIATED WITH ANY RETURN WILL BE CHARGED TO THE CUSTOMER
 - ALL PRODUCT NOT MEETING RETURN CONDITIONS* WILL NOT BE ACCEPTED FOR CREDIT AND WILL BE RETURNED TO THE CUSTOMER
 - **INSTALLED, OBSOLETE AND CLEARANCE PRODUCTS CAN NOT BE RETURNED FOR CREDIT OR EXCHANGE**

WARRANTY / NON-WARRANTY REPAIR

- STEP 1: CUSTOMER CONTACTS MANUFACTURER'S TECHNICAL SUPPORT TO OBTAIN TECH TICKET #
- STEP 2: CUSTOMER SUBMITS COMPLETED TSD RMA FORM TO CUSTOMER CARE WITH TECH TICKET #
- STEP 3: TSD WILL PROVIDE SRMA#
- STEP 4: CUSTOMER RETURNS PRODUCT WITH SRMA# TO TSD (PLACE SRMA# ON SHIPPING LABEL)
- ALL FEES & CHARGES (REPAIR/SHIPPING/HANDLING) WILL BE CHARGED TO THE CUSTOMER

DEFECTIVE PRODUCT EXCHANGE (OVER-THE-COUNTER EXCHANGE & ADVANCED REPLACEMENT)

- STEP 1: CUSTOMER CONTACTS MANUFACTURER'S TECHNICAL SUPPORT TO OBTAIN TECH TICKET #
- STEP 2: CUSTOMER SUBMITS COMPLETED TSD RMA FORM TO CUSTOMER CARE WITH TECH TICKET #
- STEP 3: TSD WILL PROVIDE RMA#
- STEP 4: CUSTOMER RETURNS PRODUCT WITH RMA# TO TSD (PLACE RMA# ON SHIPPING LABEL)
- STEP 5: TSD WILL ISSUE CREDIT ONCE MFG INSPECTS PRODUCT AND PROVIDES CREDIT APPROVAL
- IF NO TROUBLE IS FOUND, PRODUCT WILL BE RETURNED TO CUSTOMER
- ALL FEES & CHARGES (REPAIR/SHIPPING/HANDLING) ASSOCIATED WITH ANY PRODUCT EXCHANGE WILL BE CHARGED TO THE CUSTOMER

THE SYSTEMS DEPOT

WILL NOT ACCEPT RETURNED PRODUCT WITHOUT AUTHORIZATION

ISSUED BY THE SYSTEMS DEPOT CUSTOMER CARE DEPARTMENT

REQUEST PRODUCT RETURN AUTHORIZATION FORM AT

CUSTOMERCARE@SDEPOT.COM OR 877.254.2712 x2055 OR WWW.SDEPOT.COM

*SEE FULL RETURN POLICY FOR DETAILS

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