

## Return & Warranty Policy

### Return policy:

We are committed to resolve a purchase problem as quickly and as easily as possible. With this objective, it is important to abide by certain terms and conditions for returning merchandise purchased from our online store. Depending upon the product and the condition, an exchange, a return or a refund is made possible. Please note that not all items are covered by our returns policy. We strongly recommend that you read the complete returns policy before you make your purchase. Please read the following details.

### Shipping & handling fee

Generally, you are responsible for return shipping fee except a few cases below. If there is shipping & handling fee in your order, it is non-refundable, however we will issue same amount of credit for your future order. Please contact us for the credit in your next order.

### Reasons for return and RMA request policy:

RMA must be requested within 30 days of the order delivery date. Items received in damage condition must be reported within 48 hours by calling us and courier (FedEx/UPS/DHL/USPS). Box and packaging for damaged goods must be retained for inspection by courier. Thereafter, all sales are final. The returned package must be received within 10 business days of the RMA issue date. All exchanges and returns require a Return Merchandise Authorization (RMA) number. Exchanges and credits cannot be processed without one. Possible reasons for returns that qualify for an RMA are as follows :

- The product received was not the product ordered—RMA is issued—Choice is given for replacement or complete refund (including refund of shipping and insurance charges).
- The product was not opened and you decided not to keep the product for any reason—RMA is issued—You will pay for the return shipping charge, and refund is given back on receipt of product in any of specified return warehouses. (Check is mailed after receipt of a valid return).
- The product was opened and for any reason you do not like to keep the product. The product is NOT used and all components and packaging is in its original condition—RMA is issued—15% restocking is charged in addition to return shipping fee.
- The product is defective in the first 14 days---RMA is issued---Choice is given for replacement or full refund (including return shipping cost); after 14 days, defective product can only be exchanged for non-clearance/discounted ones, or refund for others. **Some products may have up to 60-day money back warranty, in such case, return policy is extended to 60-day, and return shipping label will be provided.**
- No RMA is issued for stated clearance or discontinued products at sales time. No RMA is issued for other cases for normal products.

### Warranty and exceptions to our return policy:

To service our customers better, we usually have special arrange with manufacturers for warranty policy. However, some manufacturers (for example, of refurbished products) require that they directly handle their damaged or defective products. Any products that are exceptions to our regular return policy are clearly marked. Please contact the manufacturer for repairs or replacements of these items.

### All software products:

Unopened software can be exchanged within 30 days of the invoice date. You will pay the shipping charges. Opened software will not be accepted for return.

### Discontinued products:

At times, we will offer specially priced items that have been discontinued by the manufacturer. These items, clearly marked as discontinued, are not eligible for return or exchange.

**Clearance items:**

Returns on clearance items are accepted within 30 days of the invoice date if the product is damaged or deemed defective. An RMA must be obtained in order for a clearance return to be accepted and processed. We cannot exchange clearance products, as the manufacturer has either discontinued these items or we no longer have them in stock.

**Requesting a product return:**

You can choose any of these convenient methods: Send your request via email to [sales@traderpans.com](mailto:sales@traderpans.com). Please include your order number.

After Receiving Your Return Merchandise Authorization (RMA) Number and return address, please

1. Write your RMA number legibly on the return label.
2. Ship the package on time (within 3 days)

**Crediting your account:**

Credit will be issued within 10 business days of receiving your return. While most refunds for credit will be issued to your original account (Paypal, credit card, debit card etc), in certain cases checks may be issued. Please note that your financial institution may take up to 10 additional days from the date we issue the credit to post it to your actual account. Questions regarding this should be directed to your financial institution. When returning an item paid for by check or money order, a refund check will be mailed to you within 10 business days from the time we receive your return.

**Product replacement:**

When exchanging an item, you will be sent a replacement item and a new tracking number once we receive, approve and process the returned item.