

## **eReplacements Warranty Return Policies**

Address for Returns:

eReplacements

1300 Minters Chapel Rd., Ste. 100

Grapevine, TX 76051

### Warranty Against Defects and Workmanship:

Refurbished Headphones: 1 Year Warranty

Refurbished Speakers: 1 Year Warranty

Refurbished iPads: 1 Year Warranty

Refurbished Android Tablets: 1 Year Warranty

## **UPON RECEIPT OF YOUR ORDER**

- Please inspect all packages carefully upon receipt.
- Please keep all packaging materials, including interior and exterior containers.

## **WE MAY ACCEPT YOUR RETURNED PRODUCT WHEN IT IS DEFECTIVE**

- Defective merchandise may be replaced if returned within the warranty period from the date of purchase.
- All returns must be authorized by eReplacements.
- All returns will be tested to verify it is defective and is our product.
- All returns must be accompanied with an eReplacements Return Merchandise Authorization number and must be packed with all manuals, software, manufacturer documents and/or registration cards intact (if any).
- To request an RMA and initiate a return please call our customer service department at (888) 396-1209 or email [RMA@eReplacements.com](mailto:RMA@eReplacements.com)
- Important: we will not give cash refunds for your defective merchandise; we will however provide you a replacement part if your return is completed within 1 year from the date of purchase.
- All returns must have our ?Premium Power Products? label included and intact with your return.
- International customers are responsible for any and all custom fees charged by their country.

## **WE MAY ACCEPT YOUR RETURNED PRODUCT WHEN IT IS NON-DEFECTIVE**

- Non-Defective merchandise may be returned within the first 30 days from date of shipment.
- All non-defective merchandise returned within the first 30 days of shipment will be charged a restocking fee equal to either 15% of the purchase price or \$15, which ever is greater.
- Original shipping, handling, and return postage charges shall not be refunded.
- If you refuse shipment of an order you placed, you will be charged \$15 refused shipment fee. In addition, you will be charged all original shipping, handling, and return postage charges. Furthermore, you will be charged a restocking fee equal to either 15% of the purchase price or \$15, which ever is greater.

## **IF YOU WANT TO REPLACE OR RETURN AN ITEM**

- **If you wish to return the iPad:** You must erase all of your content which will remove any activation lock from iCloud. Failure to remove activation lock from the iPad will result in no refund or exchange. To erase content go to: Settings > General > Reset > Erase All Content and Settings.
- All returns: Must be accompanied with an eReplacements Return Merchandise Authorization number and must be packed in the original, unmarked packaging with any and all manuals, software, manufacturer documents and or registration cards intact.
- To request an RMA and initiate a return, please call our customer service department at (888) 396-1209.

- Repack item (s) in original packaging material. Orders returned in packaging material other than original packaging material shall not be accepted.
- You may return the package via any carrier. You are responsible for insuring the returned package with the carrier you have selected against damage and loss. You are also responsible for all return shipping fees.
- RMA will expire after thirty days.
- Indicate merchandise being returned placing a copy of the original invoice in the returned package. If you would like you may include an appropriate reason why the item needed to be returned.
- You may return bundle purchases. If you want to return an individual item you purchased as part of a bundle package, you may return that item separately. Please note: In some cases a bundle discount has been applied to each item. You will be refunded the discounted price, which may differ from the price if you purchased it individually. Returns are normally processed within 5-7 business days. We appreciate your patience.

#### **IF YOUR PRODUCT IS BROKEN OR DAMAGED UPON ARRIVAL**

- Please inspect all packages carefully upon receipt.
- Please keep all packaging materials, including interior and exterior containers.
- For USPS deliveries only, immediately notify customer service at (888) 396-1209.
- For UPS deliveries only, immediately notify the carrier at 800-742-5877
- Please do not return damaged merchandise. The shipper may request to see the condition of the package as it arrived at the delivery site.