

CONVAID – RETURN, EXCHANGE AND SERVICING

In order to process your return, exchange and/or servicing request as efficiently as possible, please carefully follow the instructions below. All information requested, and all processes defined, must be provided and followed or your return, exchange and/or servicing request may be delayed or denied.

RETURNS

Return Policy:

In the event that the products contain a defect upon arrival, and the warranty terms and conditions are applicable, Convoid will be pleased to work with you on a warranty return and replacement. In order for a warranty return to be performed please ensure that the product, accessories, spare and/or detachable parts meet the following:

- Shipped back to Convoid within a communicated timeframe, but not more than 90 days beyond the original purchase date;
- Meet all Warranty Terms and Conditions;
- And, Shall not be damaged, , contaminated, or demonstrate any signs of wear (with the exception of any initially identified defect).
- In original box and including packaging material
- In case of a complaint/incident – reported in compliance with the Distribution Quality Agreement

Return Process:

- A return must be requested by the party who made the direct purchase via Convoid. If you are the end-user Customer and you purchased through a dealer, please contact the dealer whom supplied you with the product to pursue your return.
- Begin by obtaining a Return Authorization (RA) Form at www.etac.us.com.
- Complete all information on the RA Form and submit it via email to convaidsales.us@etac.com. Incomplete RA Forms and RA Forms with inaccurate information will not be processed.
- Upon receipt of a completed RA Form, and verification of applicable warranty, Convoid Customer Service will respond to your email and provide you with a RA Number.
- The RA Number must appear on the outside of the package in a clearly visible manner and location or the package will be returned/rejected.
- Packaging shall be adequate to ensure the product is not damaged during transport/shipping

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- All returns must be shipped at the customer's expense using their preferred carrier. Upon receipt and verification of warranty condition, Convoid will credit freight and/or handling fees up to the equivalent of standard FedEx Ground shipping.
- All returns must be received at the Convoid facility, in full, within 90 days after the issuance of the RA number.
- Upon receipt at the Convoid facility the product/parts will receive a complete inspection. Any damage or neglect, or use outside of that which is described in the User Guide, will immediately void the warranty.
- If a return is rejected, then the product / parts will be returned to customer at their expense.

EXCHANGE

Exchange Policy:

In the event that you wish to exchange the product(s) and the warranty terms and conditions are applicable, Convoid will be pleased to work with you on an exchange. Convoid has the right to refrain from any service activities if/when product lifetime has expired.

Exchange Process:

- An exchange must be requested by the party who made the direct purchase via Convoid. If you are the end-user Customer and you purchased through a dealer, please contact the dealer whom supplied you with the product to pursue your exchange.
- Begin by obtaining a Return Authorization (RA) Form at www.etac.us.com.
- Complete all information on the RA Form and submit it via email to convoidsales.us@etac.com. Incomplete RA Forms and RA Forms with inaccurate information will not be processed.
- Upon receipt of a completed RA Form, and verification of applicable warranty, Convoid Customer Service will respond to your email and provide you with a RA Number.
- The RA Number must appear on the outside of the package in a clearly visible manner and location or the package will be returned/rejected.
- All returns must be shipped at the customer's expense using their preferred carrier.
- Product must be packaged in its original packaging, including protective films, and ALL items contained on the original order must be returned. Product or parts that are returned and demonstrate signs of use or damage will not be accepted for exchange.
- Upon receipt at the Convoid facility the product/parts will receive a complete inspection. Any damage or neglect, or use outside of that which is described in the User Guide, will immediately void the warranty.
- All rejected products / parts will be returned to the customer at their expense.
- All Chairs, parts and accessories returned for exchange are subject to a restocking fee:
 - RAs issued within 30 days of original ship date are subject to a 10% restocking fee;
 - RAs issued between 31 and 90 days of original ship date are subject to a 15% restocking fee;
 - Restocking Fees are calculated based upon the total invoiced value;

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- RAs will not be issued beyond 90 days of original ship date,
- The product must be received at the Convoid facility, in full, within 90 days after the issuance of the RA number.
- Made to Order products are NOT eligible for exchange, regardless of order date.

SERVICING

Servicing Policy:

Convoid provides servicing and repairs for all products it manufacturers. In the event that you wish to return the product(s) for post-warranty servicing, Convoid will be pleased to work with you to provide such support.

Servicing Process:

In order to pursue servicing, please ensure that the product, accessories, spare and/or detachable parts meet the following:

- Begin by obtaining a Return Authorization (RA) Form at www.etac.us.com.
 - Complete all information on the RA Form and submit it via email to convoidsales.us@etac.com. Incomplete RA Forms and RA Forms with inaccurate information will not be processed. If you purchased your Convoid product via a Distributor, you may need to contact that distributor to obtain some required information such as initial order reference numbers and dates.
 - Upon receipt of a completed RA Form, and verification of Convoid's ability to service the specific make/model, Convoid Customer Service will respond to your email and provide you with a RA Number. Customer Service may also provide an **estimate** on the cost of the required servicing.
 - The RA Number must appear on the outside of the package in a clearly visible manner and location or the package will be returned/rejected.
 - All items sent for servicing must be shipped at the customer's expense using their preferred carrier.
 - Upon receipt at the Convoid facility the product/parts will receive a complete inspection and a final estimate of the cost required to repair will be emailed for customer authorization to proceed.
 - Should a customer decline to proceed the product may be returned to the customer, at the customer's expense, or will be scrapped at Convoid. Delays of 30 days or more in response from the customer with an authorization to proceed may result in the scrapping of the item with no further obligation or liability on the part of Convoid.
- Upon completion of the servicing, and receipt of payment by customer, the product will be returned to the customer at their expense and via their preferred carrier.

Return Authorized No:

RETURN AUTHORIZATION FORM

Returns will **only** be accepted under the following conditions:

1. The return will be only accepted if it meets Convoid’s Warranty Terms and Conditions as provided at www.convoid.com.
2. This form is completed in its entirety and sent via email to convoidsales.us@etac.com in advance of shipping product.
3. A Return Authorized Number is obtained, prior to shipment to Convoid, from a Convoid Customer Service representative
4. A copy of the form is included in the packaging with the returned article and the item is shipped at customer expense to: Convoid Products LLC., 2830 California Street | Torrance, CA 90503 | U.S.A

If questions contact Convoid, Customer service, Tel +1 844-876-6245, E-mail: convoidsales.us@etac.com

I. CUTOMER AND DEALER USE

Select One Applicable Box: <input type="checkbox"/> Customer Return <input type="checkbox"/> Dealer Return				
Customer Account No.:		Customer Name:		
Customer Phone/Cell No.:		Customer Email:		
Customer Address:				
Customer Ref: PO No: #		Invoice No: #		
Reason For Return:				
<input type="checkbox"/> Compliant <input type="checkbox"/> Incorrect Order <input type="checkbox"/> Evaluation <input type="checkbox"/> Damaged <input type="checkbox"/> Shipping Error <input type="checkbox"/> Repair <input type="checkbox"/> Technical Issue <input type="checkbox"/> Customer Refusal <input type="checkbox"/> Dealer Refusal <input type="checkbox"/> Other Reasons:				
Warranty Returns: <input type="checkbox"/> Attached Photos				
Describe the nature of the conditions, how it occurred, and the circumstances under which it occurred (e.g. user’s weight, ambient conditions, etc.).				
Serial No./ Part No.	Description	Qty.	Delivery Date	Convoid Order No.
Servicing <input type="checkbox"/> No <input type="checkbox"/> Yes, Complete below Sections				
Requestor Name:		Phone Number:		
		Email:		
Type/description of service requested:				

II. CONVAID USE ONLY

Date RA Issued:	CS Department Representative:
What is specific problem?	

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