



Protect8 Return Policy

THANK YOU FOR YOUR PURCHASE

From the moment you enter **Protect8.com** to the moment your order is delivered to your door, we are dedicated to your satisfaction. We take every step to run our company with integrity and to provide the quality and service you expect from **Protect8**. We are also committed to providing the best service in the industry to prove that we are worthy of the confidence you have shown in us.

We do our best to ensure that our products are completely satisfactory. Your satisfaction is **100% GUARANTEED** when you purchase from us and we will work out a solution that is fair for both parties.

Merchandise purchased may be returned within 14 days for a store credit or replacement, under the following conditions :

PLEASE READ OUR RETURN POLICY

- Returned merchandise requires proper reference to an invoice.
- Replacement or Store Credit will be given to merchandise having a manufacturer's defect. **Returns other than defective merchandise or wrong shipment are subject to a 20% restocking fee.**
- Non-defective merchandise **MUST** be returned in its original packaging (*including manuals, warranty forms, etc*) and in re-saleable condition.
- Credit will be given for merchandise that has NOT been misused and/or mishandled.
- Please take note that Refunds are for sale price **ONLY** and do not include shipping and handling. However shipping charges will be refunded if the merchandise is found to be defective or if the wrong item has been shipped.

HOW TO RETURN A PURCHASE

Please contact us at orders@protect8.com for approval of the return and to obtain a Return Merchandise Authorization (RMA) number.

Please allow at least 21 business days from confirmation of your returned package for your refund or exchange. Mail your purchase with the Return Form and your shipment to the address to be provided with the RMA number.

Please ensure that the return form and the RMA number is clearly displayed on the outside of your package. Remember to also include your name, address, email address and contact phone number. All packages that do not either display a RMA number or a return form will be sent back to the sender at the sender's expense.

Please Cut Along Line

Protect8 RETURN FORM

(Please provide complete answers to the following questions. Failure to do so could delay the processing of your return.)

RMA #

NAME

ADDRESS..... **CITY**.....

STATE..... **ZIP CODE** **COUNTRY**

EMAIL ADDRESS :..... **TELEPHONE**

- Is the merchandise being returned because of :

<input type="checkbox"/> Factory Defect	<input type="checkbox"/> Wrong Shipment
<input type="checkbox"/> Damage in Transit	<input type="checkbox"/> Others, please state.....
- Has the merchandise been inspected and/or tested for operability ?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
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- Is the merchandise from the current year's inventory or purchase order ?

<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> NOT SURE
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- Is the merchandise free of damage caused by end user or dealer/distributor ?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
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- How do you want us to handle the return ?

<input type="checkbox"/> * Replacement with similar item	<input type="checkbox"/> Issue a store gift certificate
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*(* If item is out of stock, we will contact you and give you the option of having your return held until the item is in stock, or replace it with one of similar function and value.)*

