



PRODUCT RETURN POLICY

All product returns are at the sole discretion of Waldom Electronics and all returns require a Return Material Authorization (RMA) number. Product returned without an RMA number may be refused at our receiving dock or destroyed.

The statements below represent basic guidelines; please see the latest [Terms and Conditions](#) published on www.waldom.com for full details of Waldom's Product Return Policy.

Product Shipped in Error

Waldom must be notified within seventy-two (72) hours of the date of the invoice and an RMA number will be issued. Waldom will provide shipping instructions for product return. Product must be returned in its original packaging and condition of delivery and may not be altered in any way. Full credit for the returned product will be issued upon inspection and verification of product count by Waldom's Receiving Department.

Defective Product within Warranty Period

Waldom must be notified within 180 days of the date of the invoice of any product that is believed not to meet manufacturer's specifications. Waldom may require samples for inspection prior to issuing an RMA. Defective product must be returned in its original packaging and condition of delivery and may not be altered in any way. Waldom will provide shipping instructions for product return. Full credit for the returned product will be issued upon quality inspection and verification of count by Waldom's Receiving Department.

Discretionary Returns

Product normally stocked by Waldom is eligible for return to Waldom at the discretion of Waldom and as long as the request to return product is made within fifteen-(15) days of invoice date. Items not normally stocked by Waldom are returnable at the sole discretion of Waldom and requests to return not normally stocked product is handled on a case-by-case basis. In either event, an RMA must be provided by Waldom prior to product return and a restocking fee will be assessed. The restocking fee is 25% of the returned value or \$50, whichever is higher. Returned freight charges are the responsibility of the customer. Product must be returned in its original packaging and condition of delivery and may not be altered in any way. Full credit for the returned product will be issued upon inspection and verification of product count by Waldom's Receiving Department.

Product Damaged during Shipping

Any product that is damaged during shipment must be reported to the shipping carrier immediately upon receipt at our customer's Receiving Department. Waldom is not liable for damage incurred during shipment and does not insure product shipments made against where Waldom's freight account is used and the pre-paid charges added to the customer invoice.