



# King of the North Auction

## Warranty Return Authorization Form

We do not have a return policy as we do not accept returns; however, at King of the North auction we stand behind our products with in-house warranty that extends two weeks from the date you picked up. **There are NO exceptions once this date has passed regardless of the issue or excuse.** All returns need to be verified and approved by our staff. Once approved, an exchange will be granted if available, otherwise a full refund or credit will be issued. All returns must be brought back in its original packaging and contents it was sold with.

Username or ID#: \_\_\_\_\_ Signature: \_\_\_\_\_

*This information can be found on your account dashboard. Ask for assistance if required.*

LIST ITEM(S) – Brief name or item ID#	REASON FOR WARRANTY REQUEST

### Accepted Warranty Coverage:

- 1) Item has major damage not described or photographed on the listing at the time of sale.
- 2) Item has important pieces missing not described or photographed on the listing at time of sale.
- 3) Item has manufacture defect not described on the listing at time of sale.
- 4) Item was listed as the incorrect model/product.
- 5) Item was recalled by manufacturer.

### Warranty Does NOT Cover:

- 1) Buyer's Remorse (e.g., you changed your mind, do not like the colour, etc.)
- 2) Missing minor pieces (e.g., generic hardware, manuals, bonus software/content, etc.)
- 3) Open consumables/perishables (Warranty will cover if its still factory sealed)
- 4) Apparel (clothing, shoes, undergarments, etc). (We are unable to warranty these types of items that were tried on/used by our customers. Please come in for item preview for sizing inquiries before bidding. Please note we do not allow you to try clothing on during preview, viewing only.)
- 5) Not agreeing with our opinion on the condition (e.g., "Lightly used" vs "used")
- 6) Any items if they are not returned with their original packaging and contents they sold with.
- 7) Items that were assembled and/or damaged by the customer. This includes items where the packaging is removed or discarded at the time of pickup to fit in your vehicle.

### TVs & Large Displays Disclaimer:

We offer and urge TV and large, expensive, fragile display preview at time of pick up. This may take an additional 10 minutes or more depending on lines. If this service is refused, our warranty for any physical damage or cosmetic issues becomes void. Our warranty will still cover other issues not caused by transportation or handling of the item.