

WARRANTY RETURN AUTHORIZATION FORM

We do not have a return policy. Returns are only granted through our offered warranty within the given period stated on your invoice. **There are NO exceptions once this date has passed regardless of the issue or excuse.** Returns all need to be verified and approved by our staff before being issued. Once approved, an exchange will be granted first (if available) otherwise a full refund will be issued. All returns must be brought back in original packaging and contents it sold with.

Username or ID#: _____

First/Last Name: _____

Item Name(s) or ID#(s):

Item(s) [NAME OR ID#]	REASON FOR RETURN

Warranty Accepted Coverage:

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

Warranty Does not Cover:

- 1) Buyer's Remorse (e.g., you changed your mind, do not like colour)
- 2) Missing minor pieces (e.g., generic hardware, manuals, bonus software/content)
- 3) Consumables (unless still factory sealed), perishable products (health/food)
- 4) Clothing and shoes (we offer item preview to come and try items on.) [We currently accept returns on clothing during COVID-19 lockdowns for sizing issues]
- 5) Not agreeing with our opinion of the items condition (e.g., "Appears new", "Lightly used", etc.) Please reference our photos or come in for item preview.
- 6) Returns for items that no longer have the contents or packaging it was sold with.
- 7) Items that have been assembled and/or damaged by the customer.

Customer Signature: _____

Staff Approval Signature: _____

Date: _____