

RETURN POLICY and APPLY INSTRUCTIONS

Products purchased through LaptopCharge and under warranty (Must provide original order number and date in order to verify warranty coverage) may be returned for refund or replacement by following these steps:

1. Fill out the Return Merchandise Authorization (RMA) Form and fax this form to LaptopCharge at 1-888-317-1987 or email to rma@laptopcharge.com. You will receive a notification within the next business day on whether your case will be covered under warranty. If it is, you will then be issued an RMA number.
2. You will be emailed your **Authorization Number** along with instructions for return. The **RMA Number** will be **VALID** for **7 Days** upon approval.

RETURN INFORMATION
RMA# _____

Date Issued _____

Customer Name
Return Address
Contact Info

(Home)

(Office)

(Fax)

(Email)

Order Information

(Invoice or Order#)

(Purchase Date)

Return Product Type
 Notebook Battery

 Notebook Adapter

 Digital Camera Battery

 External Charger

 Camcorder Battery

 PDA Battery

 iPod Battery

 Game Battery

 Other _____

Return Product Info

(Our Part#)

(Qty)

Your Device Info

(Brand)

(Model)

Your Device's Original Battery Info

(Output Voltage)

(Model Number)

Your Device's Original Adapter/Charger Info

(Output Voltage)

(Output Current)

Tips: You can check DC output voltage and output current on the bottom of your device.

Reason for Return

Tips: To ensure we can serve you better, please fill out the reason as detailed as possible.

Return Type
 REFUND (Within 30 Days from the date of purchase)

 EXCHANGE or REPAIR (Within 1 Year from the date of purchase)

RETURN INSTRUCTIONS

- The product must be returned in its **ORIGINAL PACKAGING** and must be accompanied by a **COPY** of the **ORIGINAL INVOICE**. Shipments received by LaptopCharge without an RMA number will be refused.
- The package must be **PREPAID**, sent by **REGULAR MAIL ONLY** and the **RMA Number** clearly marked on the shipping label.
- LaptopCharge reserves the right to refuse returns and exchanges not in accordance with its policy. For more information please visit <http://www.laptopcharge.com/support/returns.aspx>. For further inquiries, please contact us at Toll Free 1-866-926-3929.

RETURN SAMPLE ADDRESS LABEL

 John Smith
 123 Main St.

RMA# 12345

 LaptopCharge
 ATTN: RMA Department
 Unit 135 - 13900 Maycrest Way,
 Richmond, BC, V6V 3E2