

## PRODUCT RETURN / EXCHANGE POLICY

### *Return / Exchange - Overview*

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We at Lenova allow returns or exchanges for products that have been purchased within (30) days of the original date of sale. Product returns / exchanges after (30) days will not be accepted.

### *Items That May be Returned / Exchanged*

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Product. . .

- in its original packaging.
- purchased direct from Lenova vis distribution channels.
- uninstalled and in 100% sellable condition – Batch or serial #'s may be verified.
- shipped incorrectly or mispacked. (Verification needed)
- damaged in shipping. (Verification needed)
- that are defective.
- we stock. **Special Orders are NON-Refundable.**

### *Guidelines for Returns / Exchanges*

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Credit Memos / Refunds Timeframe. . .

- expect (10-20 business days) from the time we receive your product and inspection.
- approximately (30 business days) for non-approved returns or items caused in processing delays.
- please call our RGA dept. @ Ph: 1-877-733-1098 or Email: [rga@lenovasinks.com](mailto:rga@lenovasinks.com) to inquire of your refund status or if you have not received your credit memo after (30 days).

To Obtain Credit. . .

- Products must have an RGA # (Return Goods Authorization). [See Steps to Follow for a Return.](#)
- Original packing must be intact. (We suggest you double box the product you are returning to avoid repacking fees).
- Product must be sent back in the allotted time given by Lenova.

## *Guidelines for Returns / Exchanges – (continued)*

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### To Obtain an Exchange. . .

- Products must have an RGA # (Return Goods Authorization). [See Steps to Follow for an Exchange.](#)

### Fees. . .

- 20% restock fee applies to all product being returned to Lenova.
- cost of shipping fees will be deducted from you returned if we schedule the pick-up.
- cost of shipping fees will be added to your account for product we send back.
- will be assessed if items are returned without prior authorization from Lenova and delays may occur.

### Reasons for Fees. . .

- for processing and handling of returns and/or exchanges.
- repackaging of product and restocking it back to the warehouse.
- should product come back scratched or damaged.
- will be assessed if items are returned without prior authorization from Lenova.

### Shipping / Freight Damage. . .

- It is **IMPORTANT** that you inspect your shipment prior to accepting and signing for your product; once you sign for your product it will be considered delivered damage free and Lenova at this point is not held responsible for any damages that may have occurred.
- It is **SUGGESTED** that you check both external and internal of the packaging and contents prior to accepting delivery of your product and note it on the bill of lading or let ground services know damage has occurred. If concealed damage is a possibility, note it just to be safe.
- Immediately call customer service at **1-877-733-1098** and inform us of the damage. Remember, you are responsible for the product after you accept and sign for it.

### Replacement Product from Shipping / Freight Damage. . .

- Should shipping / freight damage occur, and you need a replacement order sent out immediately, please let us know via e-mail [order@lenovasinks.com](mailto:order@lenovasinks.com) and we will work with the RMA department to resend out the order you have requested.
- You will be charged for the replacement order and credited upon the return and/or disposition authorized by the RGA department.

- Please keep in mind to inspect your shipment prior to accepting and signing for your product; once you sign for your product it will be considered delivered damage free and Lenova at this point is not responsible for any damages that may have occurred.

## ***Guidelines for Returns / Exchanges – (continued)***

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### Replacement Product from Exchange. . .

- Should an exchange occur, and you need a replacement order sent out immediately, please let us know via e-mail [order@lenovasinks.com](mailto:order@lenovasinks.com) and we will work with the RMA department to resend out the new order you have requested.
- Once we receive your exchanged product, verify, and inspect it, you will be credited less any fees if applicable.
- Please keep in mind to inspect your shipment prior to accepting and signing for your product; once you sign for your product it will be considered delivered damage free and Lenova at this point is not responsible for any damages that may have occurred.

### Items Non-Returnable. . .

- Any product that has been used.
- Product not re-sellable do to use and/or missing original packaging.
- ***Special Orders***

### ***Disclaimer - Lenova will not be held liable for the following:***

- I. Labor charges, costs associated with removal and reinstallation, and any damages to other property.***
- II. Normal wear and tear due to daily use.***
- III. Damages caused by failure to follow care or installation instructions, improper installation or operation, accident, negligence, and misuse and/or abuse.***
- IV. Unauthorized shipments and/or delivery refusals.***