



2008

QUADRO CONSTRUCTION KITS RETURN POLICY

Please read carefully the following terms of sale information for each of the following:

1. Un-Opened Kits
2. Opened/Used Kits
3. Cancelled Orders

The customer is responsible for adhering to the terms and conditions of sale including the return policy.

1. UN-OPENED KIT RETURN Return must be requested within 30 days of the order.

- a. If a customer desires to return an **“unopened”** kit , customer must:
 - 1) Call or e-mail **Phunzone** to obtain a **“RETURN AUTHORIZATION”** number and instructions
 - 2) Arrange the product return (UPS or Fed-Ex type service) at customer’s own cost to:
Phunzone
136 Walker Street
Atlanta GA 30313
404-521-9054
 - 3) Packaging must be clearly marked as per the Return Authorization instructions which are sent to customer.
 - 4) Contact **Phunzone** with the shipper tracking numbers so we can track shipment
- b. After the kit has arrived in “satisfactory” condition we will inspect the kit to ensure all components are re-saleable. We will charge a 15% re-stocking fee to cover the cost to check and re-pack in a new box(es). The cost of replacing any “new” components will be deducted from any refund to the customer
- c. **Neither** the initial freight cost, **nor** the return freight cost to **Phunzone** will be refunded to the customer.
- d. If the shipper box was damaged on initial arrival at the customer’s address, it is the customer’s responsibility to obtain suitable shipping materials to send kit back to **Phunzone** - customer may submit claim for the damaged “boxes” with Fed-Ex. (See Policy on Damaged Shipper Boxes)

2. OPENED/USED KITS:

There will be **no refund** if the kit has been opened and/or used (ie taken out of the box and set-up). The customer has the option to “re-sell” the kit themselves locally through newspapers or other forms of advertising.

3. CANCELLED ORDER

- a. If a customer wishes to cancel an order without charges, it must be done “before” it has been picked up by freight company
- b. If the order has already been processed and is somewhere in transit, the customer shall have the option to “refuse shipment” when it is delivered by the shipper (Fed-Ex). It is the customer’s responsibility to personally refuse the delivery from the driver. We cannot do that for you. You will still be charged for the freight and any re-packing charges as applicable if packaging has been damaged in transit..
- c. If the product has been delivered anyway by Fed-Ex without signature, it is the customer’s responsibility to ship the kit back to **Phunzone** as per the “return” address above at your own cost.
- d. In either case, customer must request **Phunzone** for a Return Authorization (see above process) in order to receive a refund for the product.

PHUNZONE

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