



eXpansys Product Return Form

Please read this carefully before you return any merchandise!
(Failure to follow directions may result in a restocking fee)
This RMA will be valid for 2 weeks after its issuance

*****Please print out this form and provide the following information with your return*****

- (1) Order reference number or Invoice number -
- (2) DETAILED Reason for return (be specific as possible)
- (3) Refund or exchange -
- (4) Has the product been registered? (have you filled out the warranty card or submitted it online)

Please contact eXpansys Returns for your RMA # and include it here-

You must clearly write this number on the outside of the shipping box.
Failure to do so will result in a delay on your return

*****Do not tape or write on the manufacturer product box/packaging.*****

Send the return to the following address: We cannot be responsible for packages lost in transit, please ship your return with a delivery confirmation or other means of tracking the delivery. **All COD will be refused.**

Expansys (Returns)
Attention: Logan
902 IAA Drive Suite 1A
Bloomington, Illinois 61701

*****IMPORTANT***** RESTOCKING FEES WILL APPLY TO NON-DEFECTIVE PRODUCTS NOT RETURNED IN NEW AND UNUSED CONDITION.

*****IMPORTANT***** A return label will be issued to the customer's email. The customer may use this label to return the product back to Expansys. This label will only be valid for 2 weeks after its issuance.

*****INTERNATIONAL RETURNS***** Please claim returned goods as "Warranty Returns" on customs documentation to avoid taxes/duties. Please include your return costs so that you may be refunded the proper amount where applicable. This may be included on the return form, the shipper's box, email, etc...

Any missing items will also incur an additional charge, including accessories, batteries, chargers, and the original manufacturer's box. Moreover, phones that do not test defective will be subject to a restocking fee.

Exchanges -If you would like a new product sent out before your return is shipped to us, you may have a new order created. The original order will then be refunded after it has been tested in the warehouse.

Customers returning phones - please do a master reset on your phone/pda before returning it to us (if possible). The phone and the product box must have matching IMEI numbers or YOU WILL NOT BE REFUNDED. If the unit is password protected – you MUST provide the unlock code or the refund/exchange cannot be processed.

Those requesting a return will receive a credit memo (via .pdf) when the refund is processed. Our return policy states up to 30 days for a refund once the item is received. We like to keep that timeframe within 10 business days whenever possible.