



# Exceptional Innovation.®

**Exceptional Innovation, Inc.**

**Return Merchandise Authorization Policy**

**October 2016**

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For inquiries, contact:

Exceptional Innovation Inc.  
480 Olde Worthington Road  
Suite 350  
Westerville, Ohio 43082

Phone: (614) 890-6090  
Fax: (614) 890-6091

For online inquiries, visit our Web site at:

[www.exceptionalinnovation.com](http://www.exceptionalinnovation.com)

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**CONTENTS**

---

**The RMA Process ..... 3**

**RMA Shipping ..... 3**

**Product Repair ..... 4**

**Advance Replacement ..... 5**

**Product Return ..... 6**

**Contact EI..... 7**

## The RMA Process

When returning a product to Exceptional Innovation ("EI") for any reason, a Return Merchandise Authorization (RMA) number must first be obtained by the original purchaser ("Customer") from EI Support.

### Obtaining an RMA

The RMA process can be initiated by any Customer by calling EI Support at (877) 901-8886 or by completing the RMA request form located in the Support section of the EI website. [www.exceptionalinnovation.com/support/](http://www.exceptionalinnovation.com/support/)

The following information is required to complete the RMA request:

Customer Name:

Customer Address:

Contact Name:

Phone Number:

Email Address:

EI Part Number:

EI Serial Number:

Problem Description:

All RMA requests for damaged or defective products will be processed within three (3) business days.

## RMA Shipping

After obtaining a RMA number from EI Support, the RMA product must be shipped, properly packaged, with shipping/freight prepaid, to EI at the EI address below.

**Exceptional Innovation Inc.**  
**480 Olde Worthington Road, Suite #350**  
**Westerville, Ohio 43082**  
**U.S.A.**

### **Attention: RMA Department**

***The EI RMA number must be prominently displayed on the outside of the package.*** If the RMA product is shipped to EI without the RMA number prominently displayed on the outside of the package, the package will be returned unopened.

It is recommended that a shipping company that can demonstrate proof of delivery be utilized. EI does not accept responsibility for any lost shipments unless proof of delivery to EI is provided.

### Product Packaging

Returned product shipped to EI must be properly packaged in the original product packaging in new or "like new" condition to prevent loss or damage in transit. Shipping product to EI using regular mailing envelopes is not acceptable, as they do not protect product from damage during shipping. Products must be in the original manufacturer's packaging and shipped securely.

EI will not repair or replace a RMA product covered by either the Limited Warranty or Limited Hardware Service Agreement that is shipped in such a way that the product is not properly protected, as determined solely by EI.

## Product Condition

EI will not repair or replace a RMA product covered by either the Limited Warranty or Limited Hardware Service Agreement that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorized disassemble, repair or modification, or for any other reason as set forth in of the “does not cover” language in the Limited Warranty or Limited Hardware Service Agreement. Products must be free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals. EI will not warranty repair any product that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorized disassemble, repair or modification.

Any security seal(s) on the product must be intact and show no evidence of tampering.

Standard certification labels (UL listing, capacity, brand name, UPC code) on the product must be intact and show no evidence of tampering.

Product serial number, or any similar identification numbers, must match the identification number(s) on the package or invoice.

## Product Repair

Upon receipt of a properly returned RMA product, EI will, at its discretion, either repair or replace the product.

## Warranty Service

For RMA product that is covered by either the Limited Warranty or Limited Hardware Service Agreement, EI will repair or replace the product at no cost to the Customer.

In the event the product returned to EI has been discontinued (i.e. the product is no longer being manufactured by EI but is still covered under the Limited Warranty or the Limited Hardware Service Agreement), EI will, at its discretion, either repair or replace the RMA product with recertified product.

EI will not repair or replace a RMA product covered by either the Limited Warranty or Limited Hardware Service Agreement that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorized disassemble, repair or modification, or for any other reason as set forth in of the “does not cover” language in the Limited Warranty or Limited Hardware Service Agreement.

For RMA product that is covered by either the Limited Warranty or Limited Hardware Service Agreement, EI will ship any repaired or replaced product back to Customer via UPS ground. In the event alternative shipping arrangements are requested by the Customer, EI may ship the repaired or replaced product as requested, but shall do so at the Customer’s expense. In such a case EI reserves the right to charge a handling fee to cover the additional costs associated with the arrangement of the Customer directed shipment method.

## Non-Warranty Service

For RMA product that is not covered by either the Limited Warranty or Limited Hardware Service Agreement (“non-covered”), EI will provide a written repair quote for repair or replacement of the RMA product at the Customer’s expense. The repair quote will include the reason that the RMA product repair or replacement is not covered under the Limited Warranty or Limited Hardware Service Agreement and the total repair costs (labor and parts) to repair or replace the non-covered RMA product. The Customer can accept or decline the repairs.

If accepted, payment of the repair costs by the Customer will be arranged and the item will then be repaired according to the terms of the repair quote. EI will then ship the repaired or replaced product back to Customer

via UPS ground at Customer's expense. In the event alternative shipping arrangements are requested by the Customer, EI may ship the repaired or replaced product as requested, but shall do so at the Customer's expense. In such a case EI reserves the right to charge a handling fee to cover the additional costs associated with the arrangement of the Customer directed shipment method.

If declined, a Repair Determination Fee of \$75 plus costs for return shipment shall be assessed and payment of the Repair Determination Fee and return shipment costs by the Customer will be arranged. EI will then ship the damaged item back to the Customer via UPS ground, at the Customer's expense. In the event that the Repair Determination Fee and the costs for return shipment of the product to the Customer is not paid within ten (10) calendar days, EI will retain the RMA product as payment of the Repair Determination Fee.

## Advance Replacement

In the event that replacement product is needed immediately by the Customer, an Advance Replacement option is available. Subject to availability, EI will ship Advance Replacement products on the same day that an RMA is generated.

Requesting the Advance Replacement option requires that the RMA product is covered by either the Limited Warranty or Limited Hardware Service Agreement and that Customer has the defective product and will ship it back to EI via a method such that it is received by EI within ten (10) calendar days of issuance of the RMA. The RMA number will need to be referenced on the outside of the return shipment to EI, along with a clearly marked 'Advance Replacement' label or designation.

Customers who request Advance Replacement for products covered by either the Limited Warranty or Limited Hardware Service Agreement will be charged a \$75 Advance Replacement Fee for each RMA product that is replaced. The Customer will be asked to secure the Advance Replacement return by providing a credit card number as part of the RMA process. EI will place a 10-day hold or charge on the credit card equal to the list price of the product being replaced for the Customer. EI will charge the Customer's credit card the Advance Replacement fee of \$75 plus shipping and handling costs at the time when the Advance Replaced product is shipped to the Customer by EI. Upon receipt of the RMA product by EI, the credit card hold or charge equal to the list price of the product being Advance Replaced will be lifted or refunded.

In the event the RMA product is not received by EI within ten (10) calendar days of the issuance of the RMA, EI will charge Customer's credit card in the amount equal to the list price of the product Advance Replaced for the Customer. Once the RMA product is ultimately returned by the Customer, a credit or refund equal to the list price of the Advance Replaced product will be issued. This refund will occur within three (3) business days of receipt of the RMA product by EI.

EI will ship all Advance Replacement products via FedEx or UPS, Next Business Day delivery by 10:30 am where possible. In all cases the customer shall pay for the shipment of the Advance Replacement product to the customer. The customer may direct EI to ship the Advance Replacement product in another manner, which EI will do when so directed. EI reserves the right to charge Customer a handling fee to cover the additional costs associated with the arrangement of the Customer directed shipment method.

## Limitation

In the event that RMA product returned to EI for an Advance Replaced product is determined by EI to be not be covered by either the Limited Warranty or Limited Hardware Service Agreement ("non-covered") then Customer shall pay EI for the repair of said non-covered RMA product. EI will provide the customer with the repair costs in writing including the reason that the RMA product repair or replacement is not being covered under the Limited

Warranty or Limited Hardware Service Agreement and the total repair costs (labor and parts) that Customer will be charged to repair the not-covered RMA product. EI will charge Customer's credit card for said repair costs.

## Product Return

In the event that unopened product is being returned to EI for credit, a Restocking Fee will be charged to the Customer based on the date of purchase for the product being returned. The date of purchase will be determined by the EI invoice for the product.

- 30% Restocking Fee for RMA products received by EI within 45 days of purchase
- 50% Restocking Fee for RMA products received by EI within 60 days of purchase
- 75% Restocking Fee for RMA products received by EI within 90 days of purchase

An RMA number must first be issued by an EI Support representative. This RMA number will need to be referenced on the outside of the return shipment to EI.

RMA products shipped to EI for return credit must be unopened, un-used, in "factory new" condition and must be properly packaged in the original product packaging with the EI factory seal or tape in place as it was when it left EI for delivery to the Customer. EI will not accept RMA products shipped to EI for return credit that have been opened, are not in "factory new" condition, are not properly packaged, do not include the originally included product, parts, accessories and documentation or are not in the original EI packaging with the EI factory seal or tape in place as it was when it left EI for delivery to the Customer.

EI will not accept product returns for EI products that were ordered specifically for the Customer, for EI products that have been customized for the Customer or for EI product returned after 90 days of purchase.

EI will credit or issue a refund to Customer within ten (10) business days of receipt of un-used product being returned for credit the amount paid by Customer less the applicable restocking fee. In the event that RMA product returned for credit is not accepted by EI it will be returned to the Customer along with the reason that the return for credit was denied.

EI will ship the unaccepted return for credit RMA product back to Customer via UPS ground at the Customer's expense. The Customer may direct EI to ship the repaired or replaced product in another manner, which EI agrees to do when so directed. EI reserves the right to charge Customer a handling fee to cover the additional costs associated with the arrangement of the Customer directed shipment method.

## Contact EI

If you have any questions regarding the EI RMA Policy, please contact EI Support at (614) 901-8899 or (877) 901-8886, by e-mail at [support@exceptionalinnovation.com](mailto:support@exceptionalinnovation.com), or by mailing at:

Exceptional Innovation Inc.  
Attention: RMA Department  
480 Olde Worthington Road, Suite #350  
Westerville, Ohio 43082  
U.S.A.