



50 Broadway
Hawthorne, NY 10532
800-832-8697
www.enablingdevices.com

RETURN/REPAIR REQUEST FORM

Please complete the form below and email to returns@enablingdevices.com, fax to 914-747-3480, or have it ready when you call us at 914-747-3070, x6.

Is this a:

Return

Repair

Item# and description _____

Reason for return/repair _____

Order number (on packing slip) _____

Customer number (on packing slip) _____

Contact name for return _____

Company _____

Address _____

City, State/Province, Zip, Country _____

Contact email _____

Contact phone _____

What is the best way to contact you?

Email

Phone

IMPORTANT INFORMATION TO READ BEFORE SUBMITTING THIS FORM:

Checking the batteries to make sure that they are fresh and properly installed can prevent 95% of all returns. We recommend alkaline batteries be used. Any of our products that have been switch-adapted will only work with "mono" adapters and will not work with "stereo"

adapters. If you are having trouble with a product, please refer to the troubleshooting tips in your user's guide.

REFUNDS/CREDITS

You are entitled to a refund/company credit on most items (except where noted) within 30 days of delivery. Items being returned must be in new condition and unmarked. Any item that has been written on with permanent marker or has stickers/labels on it cannot be returned for a refund, a credit or an exchange. All original packaging, accessories and manuals must be included. Custom/Special orders or final sale items cannot be returned. Items that are non-returnable (these items are noted) can still be repaired. Items being returned in bulk (qty 10 or more) have a 20% re-stocking fee.

DAMAGED/DEFECTIVE

Please notify us within 10 days of receipt of any discrepancies, items damaged in shipping and/or faulty items. Free Technical Support is available by phone 800-832-8697 or email: customer_support@enablingdevices.com. We may be able to troubleshoot the problem and avoid having the item returned.

PLEASE NOTE: There is a \$35 (Domestic) and a \$50 (International) diagnostic fee for each returned item found to be in good working order. Also, customers are responsible for return shipping costs if items are found to be in good working order, were ordered by the customer incorrectly, or if the item is not suitable. All items returned for credit/refund must be shipped to us unmarked and in original packaging.