

LTL Shipment (Return, Exchange & Cancellation Policy)



Orders that uses LTL Trucking Carrier is processed differently than Ground shipping as well as the Return, Exchange, Cancellation Process

Seller Fulfilled Based Channels		Fulfillment by 3rd Party	
<p>Standard Return Policy (within 30 days from Delivery Date)</p> <ul style="list-style-type: none">• Remorse Return (including delivery refusal) will accompany Return Shipping Cost x 150% as the Return Shipping Cost we present to customer (Quoted Rate x 1.50 = Our Presented Rate)• <u>Defectiveness</u> and/or <u>Shipping Damage</u><ul style="list-style-type: none">o Always Suggest "Troubleshooting" firsto If replacement parts is not an option (either we can't figure what to replace, we don't have replacement part in stock, or customer is not willing to replace it)- Offer Large Discounts if product is mostly functional or repairableo The above 2 solutions can be combined (Replacement parts + Discounts)o If customer INSIST on returning, consult with Supervisor to get RMA approval <p>Standard Exchange Policy (within 30 days of delivery date)</p> <ul style="list-style-type: none">• No Exchange Between different models allowed• Exchange is accepted ONLY if the reason is <u>Shipping Damage</u> and/or <u>Defectiveness</u> and MUST meet below condition<ul style="list-style-type: none">o "Troubleshooting" process has been went througho <i>Must get approval from Supervisor for replacement unit and deciding what to do with original unit</i> <p>Standard Cancellation Policy (The carrier has not picked up the order yet)</p> <ul style="list-style-type: none">• Cancellation Can ONLY be accepted with below condition<ul style="list-style-type: none">o Must receive confirmation from Warehouse that carrier has not picked up the shipment yeto Must destroy physical copy of Bill of Landing• No Additional Fees	<p>Out of Policy Return (Between 31-180 days from Delivery Date)</p> <ul style="list-style-type: none">• Remorse Return not Accepted• <u>Defectiveness</u> and/or <u>Shipping Damage</u><ul style="list-style-type: none">o Must Perform "Troubleshooting" firsto If replacement parts is not an option (either we can't figure what to replace or we don't have replacement part in stock, BUT does not include cases where customer is not willing deal with replacement parts)- Offer Larger Discounts if product is mostly functional (Must get approval from Supervisor)- Replacement unit upon Supervisor's Approval <p>Out of Policy Exchange (Between 31-180 Days from Delivery Date)</p> <ul style="list-style-type: none">• No Exchange Between Different models allowed• Exchage is accepted ONLY if the reason is <u>Shipping Damage</u> and/or <u>Defectiveness</u> and MUST meet below condition<ul style="list-style-type: none">o "Troubleshooting" process has been went througho If replacement parts does not solve the problem (either we can't figure what to replace or we don't have replacement part in stock, BUT does not include cases where customer is not willing to)- Larger Discounts if product is mostly functional (Must get approval from Supervisor)o The above 2 solutions can be combined (Replacement parts + Discounts)- Replacement unit upon Supervisor's Approvalo If NONE of the above solution solves the problem at this point, consult with Supervisor to get approval for replacement unit <p>Out of Policy Cancellation (The carrier has already picked up the order)</p> <ul style="list-style-type: none">• Must receive confirmation from Carrier or Broker (Worldwide Express in our case) that the shipment is coming back to us.• Cancellation will be accompanied with \$300.00 Cancellation Fee	<p>Standard Return Policy(within 30 days of Delivery Date)</p> <ul style="list-style-type: none">• Return not Accepted by Us• Customer MUST contact Fulfillment Channel (i.e. Amazon, Sears) to initiate return <p>Standard Exchange Policy (within 30 days of delivery date)</p> <ul style="list-style-type: none">• No Exchange Between different models allowed• Exchange is accepted ONLY if the reason is <u>Shipping Damage</u> and/or <u>Defectiveness</u> (Must get approval from Supervisor) <p>Standard Cancellation Policy (The carrier has not picked up the order yet)</p> <ul style="list-style-type: none">• N/A	<p>Out of Policy Retrun (After 30 Days from Delivery Date)</p> <ul style="list-style-type: none">• Return not Accepted by Us• Customer MUST contact Fulfillment Channel (i.e. Amazon, Sears) to initiate return <p>Out of Policy Exchange (After 30 Days from Delivery Date)</p> <ul style="list-style-type: none">• Exchange is accepted ONLY if the reason is <u>Shipping Damage</u> and/or <u>Defectiveness</u> (Must get approval from Supervisor)• No Exchange Between different models allowed <p>Out of Policy Cancellation (The carrier has already picked up the order)</p> <ul style="list-style-type: none">• N/A
Note: Empava Appliances will take full responsibility and associated costs for orders that was mistakenly fulfilled.			

Vendor Based Channels	
<p>Standard Return Policy (within 30 days of delivery date)</p> <ul style="list-style-type: none">• Return is accepted ONLY if contacted by Partner Distributor (i.e. Amazon, Sears, Houzz, etc) <p>Standard Exchange Policy (within 30 days of delivery date)</p> <ul style="list-style-type: none">• No Exchange Between different models allowed• Exchage is accepted ONLY if the reason is <u>Shipping Damage</u> and/or <u>Defectiveness</u> (Must get approval from Supervisor) <p>Standard Cancellation Policy (The carrier has not picked up the order yet)</p> <ul style="list-style-type: none">• Cancellation Can ONLY be accepted if contacted by Partner Distributor (i.e. Amazon, Sears, Houzz, etc)	<p>Out of Policy Return (After 30 days of delivery date)</p> <ul style="list-style-type: none">• No Return Accepted• Customer Must Contact Their Purchasing Agent/Site for Return Authorization <p>Out of Policy Return (after Return Period)</p> <ul style="list-style-type: none">• No Exchange Accepted• ONLY Warranty Fulfillment (Troubleshoot ----> Replacement Parts, etc.) <p>Out of Policy Return (The carrier has already picked up the order)</p> <ul style="list-style-type: none">• No Cancellation Allowed• Customer Must Contact Their Purchasing Agent/Site for Cancellation/Return Authorization

Return Policy



Standard Return Policy (within 30 days from Delivery Date any Return Reaons)

- Authorize Return via eBay
- No Restocking Fee
- Customer Pay for Return Shipping Fee if it's Remorse Return.
 - o Unless it's paid by eBay, otherwise our Presented Return Shipping Rate = Our Quoted Rate x 1.50 (i.e. if our quoted rate is \$10.00, our presented rate to cust. will be \$15.00)

Out of Policy Return (after 30 days from Delivery Date any Return Reaons)

- No Remorse Return accepted (Change of Mind, No Longer Needed, Order by Accident, etc.)
 - o If customer insist, acquire approval from Supervisor and a minimum 20% restocking fee plus Return Shipping Fee
 - o Must have original packaging
- Defectiveness
 - o Return Accepted within 60 Days of delivery date
 - o No Restocking Fee
 - o No Return Shipping Charge
- Shipping Damage
 - o Return Accepted within 60 days of delivery date
 - o No Restocking Fee
 - o No Return Shipping Charge



Standard Return Policy (within 30 days from Delivery Date any Return Reaons)

- Authorize Return via Amazon. Use this Link(<https://www.amazon.com/gp/css/order-history>)
- No Restocking Fee
- Customer Pay for Return Shipping Fee if it's Remorse Return.
 - o Unless it's paid by Amazon otherwise our Presented Return Shipping Rate = Our Quoted Rate x 1.50 (i.e. if our quoted rate is \$10.00, our presented rate to cust. will be \$15.00)

Out of Policy Return (after 30 days from Delivery Date any Return Reaons)

- Remorse Return (Change of Mind, No Longer Needed, Order by Accident, etc.)
 - o Accepted within 90 days of delivery date
 - o 20% Restocking Fee
 - o No Return Shipping Charge
 - o Customer Must have original packaging
- Defectiveness
 - o Return Accepted within 90 Days of Delivery Date
 - o No Restocking Fee
 - o No Return Shipping Fee
 - o If necessary, we will ship Packaging Material to customer (ONLY if they don't have original packaging anymore and MUST ask for approval)
- Shipping Damage
 - o Return NOT Accepted. Only exchange/replacement allowed
 - o No Restocking Fee
 - o No Return Shipping Charge
 - o Consult Supervisor to determine if the whether or not we need to retrieve damaged item



Standard Return Policy (within 30 days from Delivery Date any Return Reaons)

- Authorize return by calling or emailing Empava Appliances
- No Restocking Fee
- Customer Pay for Return Shipping Fee if it's Remorse Return.
 - o Unless it's paid by eBay, otherwise our Presented Return Shipping Rate = Our Quoted Rate x 1.50 (i.e. if our quoted rate is \$10.00, our presented rate to cust. will be \$15.00)

Out of Policy Return (After 30 days from Delivery Date any Return Reaons)

- Remorse Return (Change of Mind, No Longer Needed, Order by Accident, etc.)
 - o Return Accepted within 90 Days of Delivery Date
 - o Customer MUST have original packaging
 - o 20% Restocking Fee will be applied
 - o Customer Must have original packaging
- Defectiveness
 - o Return Accepted within 90 Days of Delivery Date
 - o No Restocking Fee
 - o No Return Shipping Fee
 - o If it's necessary, we will ship Packaging Material to customer (ONLY if they don't have original packaging anymore and MUST ask for approval)
- Shipping Damage
 - o Return NOT Accepted. Only exchange/replacement allowed
 - o No Restocking Fee
 - o No Return Shipping Charge
 - o Consult Supervisor to determine if the whether or not we need to retrieve damaged item



Standard Return Policy (within 30 days from Delivery Date any Return Reasons)

- No Restocking Fee
- Customer Pay for Return Shipping Fee for Remorse Return.
 - o Unless it's paid by eBay, otherwise our Presented Return Shipping Rate = Our Quoted Rate x 1.50 (i.e. if our quoted rate is \$10.00, our presented rate to cust. will be \$15.00)

Out of Policy Return (after 30 days from Delivery Date any Return Reasons)

- No Remorse Return accepted (Change of Mind, No Longer Needed, Order by Accident, etc.)
 - o If customer insist, acquire approval from Supervisor and a minimum 20% restocking fee
 - o Must have original packaging
- Defectiveness
 - o Return Accepted within 60 Days of delivery date
 - o No Restocking Fee
 - o No Return Shipping Charge
- Shipping Damage
 - o Return Accepted within 60 days of delivery date
 - o No Restocking Fee
 - o No Return Shipping Charge

Vendor Based Chanel



- No Return Accepted
- Customer Must Contact Their Purchasing Agent/Site for Return Authorization

Out of Policy Return (after 30 days from Delivery Date any Return Reasons)

- ONLY Warranty Fulfillment (Troubleshoot ----> Replacement Parts, etc.)
- No Return Accepted

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Exchange Policy



Standard Exchange Policy (within 30 Days from Delivery Date for any Return Reasons)

- No exchange between different Sizes and/or Models Allowed
- Exchange only accepted for Shipping Damage and Defectiveness.
 - If Shipping Damage, Supervisor will decide whether or not to retrieve the damaged item
- No Expedited Shipping unless Approved by Supervisor
- No Additional Fees

Out of Policy Exchange (after 30 Days from Delivery Date)

- No Exchange Accepted For Remorse Reason (Change of Mind, No Longer Needed, Order by Accident, etc.)
- Exchange accepted up to 180 days from order delivery date for Shipping Damage and Defectiveness, but Must start with replacement parts.
- No Additional Fees



Standard Exchange Policy (within 30 Days from Delivery Date for any Return Reasons)

- No exchange between different Sizes and/or Models Allowed
- Exchange only accepted for Shipping Damage and Defectiveness.
 - If Shipping Damage, Supervisor will decide whether or not to retrieve the damaged item
- No Expedited Shipping unless Approved by Supervisor
- No Additional Fees

Out of Policy Exchange (after 30 Days from Delivery Date)

- No Exchange Accepted For Remorse Reason (Change of Mind, No Longer Needed, Order by Accident, etc.)
- Exchange accepted up to 180 days from order delivery date for Shipping Damage and Defectiveness, but MUST start with replacement parts
- No Additional Fees



Standard Exchange Policy (within 30 Days from DeliveryDate for any Return Reasons)

- No exchange between different Sizes and/or Models Allowed
- Exchange only accepted for Shipping Damage and Defectiveness.
 - If Shipping Damage, Supervisor will decide whether or not to retrieve the damaged item
- No Expedited Shipping unless Approved by Supervisor
- No Additional Fees

Out of Policy Exchange (after 30 Days from Delivery Date)

- No Exchange Accepted For Remorse Reason (Change of Mind, No Longer Needed, Order by Accident, etc.)
- Exchange accepted up to 180 days from order delivery date for Shipping Damage and Defectiveness, but MUST start with replacement parts
- No Additional Fees



Standard Exchange Policy (within 30 Days from Delivery Date for any Return Reasons)

- No exchange between different Sizes and/or Models Allowed
- Exchange only accepted for Shipping Damage and Defectiveness.
 - If Shipping Damage, Supervisor will decide whether or not to retrieve the damaged item
- No Expedited Shipping unless Approved by Supervisor
- No Additional Fees

Out of Policy Exchange (after 30 Days from Delivery Date)

- No Exchange Accepted For Remorse Reason (Change of Mind, No Longer Needed, Order by Accident, etc.)
- Exchange accepted up to 180 days from order delivery date for Shipping Damage and Defectiveness.
- No Additional Fees

Vendor Based Channels



Standard Exchange Policy (within 30 Days from Delivery Date for any Return Reasons)

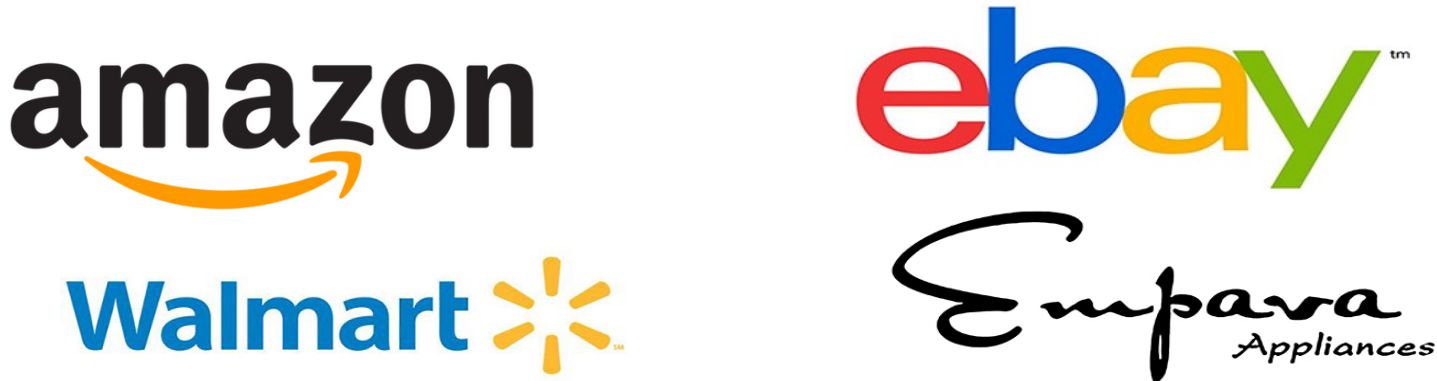
- No Exchange Allowed
- Customer Must Contact Their Purchasing Agent/Site for Exchange

Out of Policy Exchange (after 30 Days from Delivery Date)

- ONLY Warranty Fulfillment (Troubleshoot ----> Replacement Parts, etc.)
- No Exchange Accepted

Cancenllation Policy

Seller Based Channels



- Standard Cancellation Policy (within 1 business day AND before 12PM Everyday)**
- Cancellation is Accepted under below condition
 1. Order Must Not be picked up by carrier
 2. Label must be physically destroyed on your sight
 3. Shipment in Shipstation need to be Voided, but must also be cancelled as well in “Awaiting Shipment”
 - No Additional Fees
- Out of Policy Cancellation (more than 8 hours from Order Time)**
- Cancellation is accepted ONLY under below condition
 - o If it wasn’t picked up yet, we need confirmation from Warehouse, and Label physically destroyed in yoru sight
- Order that is already picked up by Carrier (Whether or not tracking number shows movement)**
- Cancel will accompany with \$30 Cancellation Fee
 - If it’s been picked up by carrier, carrier must be contacted to have shipment “Return to Sender” (RTS), and we **MUST** track the shipment until it's delivered to us
 - Refund can **ONLY** be issued if the return is delivered to us *(sometimes the shipment end up delivering to customer anyways)*

Note: Empava Appliances will take full responsiblility and associated costs for orders that was mistakenly fulfilled.

Vendor Based Channels



- Cancellation Policy (Standard and Out of Policy)**
- No Cancellation Allowed
 - Customer Must Contact Their Purchasing Agent/Site for Cancellation