

Think Mobile Solutions Return Form

Return Policy:

Think Mobile Solutions assures your satisfaction by offering a 15-day money back guarantee or exchange on all our products (except opened CD/software), as long as the item is returned in "new" condition and it is returned within 15 days from the date the item is received. The customer is responsible for all shipping costs related to returning the item back to Think Mobile Solutions, located in Los Angeles, California. We recommend that customers use a traceable service when returning an item, such as UPS, DHL, USPS (with delivery confirmation), or FedEx. Think Mobile Solutions is not responsible for packages lost by the shipping carrier used to return the item. The item must be returned to us with everything that was originally included, which include but it is not limited to the following: box, charger, cables, all manuals and cds. If for any reason Think Mobile Solutions determines that the returned items are not "new," show signs of wear, or do not include the original packaging, the return will be denied and the refund/ replacement will not be issued. Upon denial of return the customer will be notified and item(s) will be sent back at the customer's expense.

Please note that returns that are considered non-defective merchandise will be charged a 15% restocking fee.

Warranty Policy:

All non-OEM, after-market products offered by Think Mobile Solutions, except batteries, are accompanied with a 6-month limited warranty. The 6-month limited warranty offered by Think Mobile Solutions applies to non-OEM items that fail to function due to a manufacturer defect in workmanship or materials. The warranty does not apply to products that have been damaged due to customer negligence or abuse, and including but not limited to: misuse, abuse, damages caused by accident, operating the product outside the permitted or intended uses described by Think Mobile Solutions, flood, fire, earthquakes or other external causes, or modifications made outside the guidelines provided by Think Mobile Solutions. Include a check for \$3.95 made payable to "Think Mobile Solutions" with your return. Items that qualify for return under the Warranty Policy, but are returned without a check for \$3.95 will not be processed.

Follow the instructions below to return or exchange an item:

- 1.) Read the Return Policy and/or the Warranty Policy carefully and make sure the item(s) qualifies for return or exchange.
The complete Return and warranty policy can be found at <http://www.thinkmobilesolutions.com/returns.html>.
- 2.) Request a Return Merchandise Authorization (RMA) from customer service.
- 3.) Complete the Think Mobile Solutions Return Form.
- 5.) If your order does not meet the requirements outlined above under the Return Policy, but does qualify under the Warranty Policy, you must include a check for \$3.95
- 6.) Include the item that is being returned, the order invoice, and the Think Mobile Solutions Return Form and sent it to:

Think Mobile Solutions
2188 Pomona Blvd.
Pomona, CA 91768
RMA# _____

Product Name	Refund/ Replace/ Exchange (Select One)	Item No.	Qty.	Reason for Return

I have read and agreed to the Think Mobile Solutions Return and Warranty policy as outlined above and as stated on the Think Mobile Solutions website. By signing below I have reviewed the information provided and agree that the information provided is accurate and true.

First and Last Name: (print)

Order Number:

Customer signature

Date: