

# Talkie Tech Return Form

## Return Policy:

Talkietech.com 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 Talkietech.com, 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. Talkietech.com 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 Talkie Tech 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 shipping fees are not refundable and orders that have received free shipping will be charged the standard \$3.95 if sent via USPS. If shipped via UPS, the customer is responsible for the full amount charged to Talkie Tech by UPS, which will be provided once the customer's return is received.

## Warranty Policy:

All non-OEM, after-market products offered by Talkietech.com, except batteries, are accompanied with a 1-year limited warranty. The 1-year limited warranty offered by Talkietech.com 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 Talkietech.com, flood, fire, earthquakes or other external causes, or modifications made outside the guidelines provided by Talkietech.com. Include a check for \$3.95 made payable to "Talkie Tech" 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.talkietech.com/returnpolicy.html>.
- 2.) Package the item securely, making sure you include the original packaging as described in the Return Policy.
- 3.) Include a copy of the order invoice, which is usually mailed out with each order.
- 4.) Complete the Talkietech.com Return Form. Packages returned without a Talkie tech Return Form will not be accepted.
- 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 Talkie Tech Return Form and sent it to:

Talkie Tech Returns  
11546 E. Washington Blvd. #A  
Whittier, CA 90606

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

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

First and Last Name: (print) .....

Order Number: .....

Customer signature .....

Date: .....