

## PRODUCT RETURN / EXCHANGE STEPS

### *Product Return / Exchange - Steps*

---

#### **Start Here. . .**

- Call our Customer Service Department at 1-877-733-1098 or E-Mail your request to one of the following e-mail addresses:  
U.S. Customer Service – [order@lenovasinks.com](mailto:order@lenovasinks.com)  
Canada Customer Service – [caorder@lenovasinks.com](mailto:caorder@lenovasinks.com)  
RGA Department – [rga@lenovasinks.com](mailto:rga@lenovasinks.com)
- We will e-mail you the Product Return / Exchange Form to fill out for the products you would like to exchange and/or return. (Start with Step 1 on the Form)
- When you have completed the necessary information on the Product Return / Exchange Form, e-mail the form back for verification, approval, and a RGA #.
- **Important**, for product received in error, mispackaged, defective, and/or damaged, pictures are required to process your RGA. You may also be asked to submit pictures for product returns or exchanges for reference.
- Once approved and a RGA # is issued, we will contact you and provide the necessary information you need to either exchange, return, and/or field destroy the product in question.
- To keep from delaying your product return and/or exchange and additional fees, please refrain from sending products back to us without prior authorization. Lenova will not be held responsible for unauthorized product that may be damaged in shipping and/or quality of return.
- If any product is deemed defective and is not, you will be charged for the product.
- When we have received, verified, and approved all product and information regarding your return and or/exchange, the Accounting department will issue a credit memo, less restock fees and shipping costs if applicable. Please allow 10-20 business days for processing.

#### **Disclaimer - Lenova will not be held liable for the following:**

- I. Labor charges, costs associated with removal and reinstallation, and any damages to other property.***
- II. Normal wear and tear due to daily use.***
- III. Damages caused by failure to follow care or installation instructions, improper installation or operation, accident, negligence, and misuse and/or abuse.***
- IV. Unauthorized shipments and/or delivery refusals.***