

PRODUCT RETURN FOR CREDIT REQUEST



Grace Digital, Inc. offers a 30-day “NO QUESTIONS ASKED” money-back guarantee on all items purchased directly from Grace Digital, Inc. All refurbished / “Like New” items are subject to a 10% restocking fee. Return shipping costs to our facility for credit are the customer’s responsibility. Please be sure to include all accessory items (cables, remotes, power adapters, user manuals) in the box. A \$5 fee will be charged if accessory items are missing. Grace Digital, Inc. is only responsible for your product return after it has been received in our facility. We strongly recommend that you use a shipping method that allows you to track your shipment.

Please follow these steps to expedite your credit request:

1. No pre-authorization is necessary to return a product for credit.
2. Complete this form and include a printed copy in the box with your product.
3. Please include a copy of your receipt which shows the purchase date.
4. Detach the included shipping label on page 2. Attach it to the outside of the package.

CUSTOMER INFORMATION

Customer Name: Order #:

Address: Apt #:

City: State: Zip Code:

Note: This will be the billing address you provided on your original order.

Daytime Phone Number: Alternate Number:

Email:

PRODUCT INFORMATION

Model #: Date of Purchase:

Please select any of the following reasons for your return:

- | | |
|--|---|
| <input type="checkbox"/> Did not function as I expected | <input type="checkbox"/> The audio quality was not acceptable for me |
| <input type="checkbox"/> The product was a gift and not what I desired | <input type="checkbox"/> The wireless range was not acceptable for me |
| <input type="checkbox"/> The design was not acceptable to my taste | <input type="checkbox"/> I could not install the product correctly |
| <input type="checkbox"/> The product was too complicated to operate | <input type="checkbox"/> Product arrived damaged |
| <input type="checkbox"/> The software was too complicated to operate | <input type="checkbox"/> Parts were missing or damaged |

Additional comments on your return:

FINAL STEPS

Print out this form and include it inside the shipping carton.

Note: Please pack your product responsibly. Remember ALL accessory items. Do NOT package your return in a paper envelope. We strongly recommend that you use a shipping method that allows you to track your shipment. Grace Digital, Inc. is only responsible for your return after it has been received in our facility.

Cut below the dotted line and attach to the outside of the package.

From:

Ship To: **gracedigital**
Attn: Return for Credit
11870 Community Rd #200
Poway, CA 92064