

RETURN POLICY

Please note that in order to respond to your request as soon as possible, a new return policy has been installed.

DAMAGED ITEMS MUST BE CLAIMED WITHIN 10 DAYS OF RECEIPT. IF NOT CLAIMED WITHIN 10 DAYS, FREIGHT WILL NOT BE INCLUDED ON REPLACEMENT PARTS.

➤ **Supply Proof of Purchase**

- Please take a photograph of defective item
- Send your photograph with your complete coordinates:

1. Name
2. Complete address
3. Phone no
4. Fax no
5. E-mail address
6. Name of the contact
7. Date

To the following e-mail address: christine@demaregliders.com

- Upon receipt of the photograph and Return Form, we will fax you a return authorization # and instructions will be given to you in order to return the defective item or to destroy it.
- **Please return defective item within 30 days or we will be obligated to invoice this item.**
- New replacement will be sent to you at the indicated address.
- Upon receipt of the damaged item in question, in the event that we notice abuse, mishandling or inefficient installation of our product, we reserve the right to a "Charge Back".
- When returning an item without a defect, a \$30.00 border fee, 20% restocking fee and freight may be invoiced.
- This policy is effective from August 1st, 2006.

This procedure was established with the aim of improving customer service. With your collaboration, we shall be capable of giving you a more efficient service.

Thank you for your cooperation!