

Aiya!

Fax Message

1871 W. Commonwealth Ave . Fullerton . CA . 92833 . USA . Tel: 714-879-8882 . Fax: 319-937-4457

Return Merchandise Authorization Request

Name of Website Your Purchased From: _____

Complete Name: _____

Company Name: _____

Main Address: _____

Day Phone #: _____

Evening Phone #: _____

Fax #: _____

Email Address: _____

Order Reference #: _____

Invoice #: _____

Invoice Date: _____

How Did You Make Your Purchase:

Check/ Money Order Visa MC Amex Disc

Your Card #: _____

Exp. Date: _____

Exact Name on Credit Card: _____

Credit Card Billing Address: _____

Do you have all the original packaging material including warranty papers, brochures, and manufacturer's box, UNDAMAGED, IN NEW AND RESALEABLE CONDITION? Yes No

Note: Do not ship any merchandise back in it's original box. Protect the original manufacturer's packaging by placing it in the box it was originally shipped it or in comparable packaging. Do not write on the original manufacturer's box. Doing so may void the warranty and re-saleable condition of the merchandise.

Returns and Exchange Information Policy:

After 30 Days all sales are final. Within 7 days you may receive a refund (unless the item was indicated as being a special order item) minus a 20% restocking Fee. Between day 7 and 30 you may return the item for exchange for another item. A 20% restocking fee will apply. All returned items must be in new and re-saleable condition. Used or washed clothing, or any items less than new and re-saleable cannot be returned or exchanged. Shipping is never refundable. Customer must pay for return shipment. Please visit our Warranty and Returns page for more detailed information.

Qty	Item#	Item Description	Refund/ Exchange	Reason (Please Explain)
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
			<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	

More Details/ Comments List Here:

In order for an item to be exchanged or refunded, it must be in new and re-saleable condition. Please indicate the condition of your item below: Note: Check off (yes) or (no)

The item has scratches: Yes No

The item is damaged: Yes No

The item has been slightly used: Yes No

The item is dirty: Yes No

The item has all the original packaging material: Yes No

The item has been washed: Yes No

The original box is in good condition: Yes No

I will be shipping the item back in it's original shipping box protecting the retail packaging and merchandise: Yes No

I will use another box to ship the item in, protecting the original retail packaging and merchandise: Yes No

I will ship the item via: UPS US Postal Fed Ex Walk In Other_____

The merchandise will be insured during shipment: Yes No

Note: Items must be shipped back pre-insured. We are not responsible for lost or damaged merchandise. Please insure all merchandise.

The item is in 100% new and resaleable condition: Yes No

Terms and Conditions of Sale & Returns

1. Delivery dates are approximate subject to normal variations customary in the industry and unforeseen delays. Seller shall not be liable to Customer for any delay which is directly or indirectly the result of any cause beyond Seller's reasonable control, including without limitation, fire, flood, accident, civil unrest, acts of God, war, governmental interference, labor difficulties, disruption in materials or supplies, actions or omissions of suppliers or vendors, or transportation delays.
2. Full risk of loss and title passes to the Customer upon delivery of the merchandise to a carrier at the F.O.B. point. Claims for loss or damage in shipment must be made directly to the carrier. Upon Customer's default in payment, seller may at its option repossess the merchandise. This means that our responsibility is limited and ends when the transfer of goods is made to our freight carrier (UPS, Fed Ex, US Postal etc...)
3. In no event shall Seller be liable for coincidental or consequential damages. Customer agrees that no other remedy (including but not limited to incidental or consequential loss) shall be available to him.
4. Customers may cancel any orders before the order has been processed. We cannot guarantee the cancellation of any new orders until we receive written confirmation from our shipping warehouse. Cancellation requests after we have shipped and before customer has received product(s) will be charged freight and handling. The customer must then return the product freight pre-paid with the original packaging unopened to receive a full refund on the goods minus freight. Insuring goods is the customer's responsibility. All items listed in the Hot Sales! category cannot be refunded or exchanged. Request for refund of non-defective goods after receipt will be charged a restocking fee of 20% minimum. After 30 days, all sales are final.
5. All products are sold with manufacturer's limited warranty. If the merchandise happens to be damaged upon receipt, we will replace it. We must be notified of defect within 72 Hours of receipt. Defective items will be replaced with the same or comparable item. Returns for refund will be charged a 20% restocking fee and must be returned within 7 days in new and re-saleable condition with all manufacturer's boxes, brochures, and warranty cards. Shipping & Handling is never refundable. Shippments back to us must be paid and insured by the buyer under all circumstances. Shippments from us to the buyer will be paid by us via UPS Ground or U.S. Postal (regardless of how the initial order was shipped eg. Overnight, 2nd Day, etc.., we will ship regular surface) under circumstances where the items were received initially defective. Cross-shippments of merchandise is available for extraordinary circumstances. For replacement items due to size or fitting, customer must pay freight both ways. Sorry, all non-US. Continental customers including Hawaii, Alaska, Puerto Rico, and all International customers are responsible for freight fees under all circumstances. (We know that this can be difficult especially when the mistake is ours, but we must stick with this policy for all international customers. Many stores and resellers just choose not to deal with international clients due to the high risks. We have chosen to but only with this strict policy in place. Hence for all international customers, be aware of this).
6. Suggested Replacement Items for previously discontinued or out of stock goods are not guaranteed to encompass all the features and value points of the previous good. The customer must do their own research to insure that they are buying what they need or want.
7. We do not guarantee delivery. Delivery gurantees are assumed by the shipping company. We can only ship via your request. We do not take responsibility for late shippments due to UPS delivery error or errors by other shipping companies. There are no refunds due to errors of this nature. We usually ship within 2 working days.
8. All returned checks will be assessed a \$25 fee. All late accounts will be charged 2% per month. Customer agrees to pay all costs including attorney's and collection fees for delinquent accounts. Any dispute or legal action from any transactions with Aiya Group will be processed within the jurisdiction of the Los Angeles County Court System in the State of California.
9. RMA numbers are valid for 7 days. All returns must be in their original shipping package or something comparable. Do not ship anything back in the original manufacturer's box or packaging. This may void our ability to exchange your product or give you a refund/ credit. Do not ship anything back before filling out our RMA form.

Note: Submit this form and please wait for our reply. For further questions, you may call us at 714-879-8882 M-F 10am - 7PM PST.

Please Email This form back to: returns.exchanges@aiyagroup.com or fax back to 319-937-4457