

# Return Policy

Complete product satisfaction is our guarantee. If you are not satisfied with a product you purchased from **Elite Digital** for any reason (including incorrect merchandise, defective product or item damaged during shipping), simply call us for a **Return Authorization Number**, then ship the package back to our warehouse within **30 days of receipt**.

To ensure that your return is processed without delay, complete the following steps:

1. **Request a Return Authorization Number (RA#)** from our Customer Service Department by calling ; 27/95: /: 64: (Monday through Friday 9 a.m.-5 p.m. **EST**) or e-mailing anytime: sales@elitedigitalsolutions.com. **RETURNS WILL NOT BE ACCEPTED WITHOUT A RETURN AUTHORIZATION NUMBER.**
2. **Complete the Return Goods Form** included with your original shipment. Write your RA# on the space provided near the bottom of the address label on the Return Goods Form. *If you have misplaced your Return Goods Form, download a new one (See "Return Form" at right).*
3. **Prepare the carton for shipping.** Place your completed Return Goods Form in the carton. All products must be returned in the original packaging and arrive at our warehouse in resalable condition. Remove the address label from the Return Goods Form and attach it to the outside of the shipping carton.
4. **Ship returns** via your preferred carrier to the address listed on the shipping label provided. We strongly recommend using a carrier that provides a tracking number or proof of delivery receipt. **Elite Digital** cannot be held responsible if a package is lost or stolen and we will not issue refunds if there is no record of receipt and proof of delivery cannot be supplied. Returns must be pre-paid and issued directly to **Elite Digital**. **Elite Digital will arrange shipping of defective, damaged or incorrect merchandise at our cost. For any other return, shipping charges are at the customer's expense.**
5. **A refund will be issued to your credit card**, less a return handling fee of **\$0.00**, once the return is received at our warehouse in good condition.

*Special Order products and items that have been hard-wired or otherwise installed are not returnable.*

*Oversized or Delivery Truck returns are charged a fee of **\$100**, plus associated return freight costs, which will be deducted from your refund.*

*Returns of large quantities of merchandise require arrangements be made with our vendors. Therefore, we cannot authorize products to be returned until such returns have been approved by the manufacturer in writing.*

## ***Defective or Damaged Goods Return Policy***

Occasionally a product may be damaged during shipping or a product may be defective from the manufacturer. If this happens, please contact our Customer Service Department immediately for a refund or exchange by calling ; 27/95: /: 64: or send an e-mail to sales@elitedigitalsolutions.com. **Please do NOT refuse the shipment from the carrier for any reason.**

## ***Incorrect Merchandise Received***

If the product you receive is not what you ordered, we will gladly exchange the product or credit your account as soon as we receive the return. Contact our Customer Service Department immediately and we will arrange the return/exchange for you at no additional charge.

If you have any questions concerning this policy, please contact Customer Service Monday through Friday between 9 a.m.-5 p.m. Pacific Time at ; 27/95: /: 64: or e-mail us anytime at sales@elitedigitalsolutions.com and we'll respond within one business day.

### ***NOTES:***

#### ***Warranty Repairs:***

- No faults found (NFF) will be charged an inspection fee and shipping costs additional. (no exceptions).***
- Damage units not covered under warranty.***

#### ***Out of Warranty***

- Refusal for repairs will be charged an estimate fee (no exceptions)***
- All repairs are based on cod payment unless other terms are approved***
- Standard warranty for repairs is 30 days unless other specified.***

### ***Return Shipping Address:***

Elite Digital Solutions Inc.  
128-2 Adesso Drive  
Vaughan, ON L4K 3C3

**Direct: 416-550-0098**

**Off: ; 27/95: /: 64:**

**Fax: 905-95: /3226**

**Toll Free: 1 899/95: /: 64:**