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## RMA Exception Terms and Conditions

If your RMA does not meet the requirements of our "Return Policy and RMA Terms and Conditions" Please read the following.

1. You must acknowledge that your claim for return does not fall within the specified Terms and Conditions set forth for returns and refunds, and that you are requesting an "exception" to review your request for an RMA.
2. You will be very patient with the processing timeline as the RMA will have to go under full review by various departments to see if an RMA number can be issued.
3. Acknowledge you will accept any fee's that may occur with processing the RMA.
4. Non Damaged product has a restock fee of -27% or \$45.00, whichever is higher and product must be sent back intact with an accurate count of product being returned in saleable condition, in its original non damaged packaging.
5. Claim of defected product is subject to 10% return fee for processing and issuing of credit after standard 5 day claim time has passed.
6. You waive your right to make any future claims on the order being submitted for RMA Exception Review, even if your request is not approved.
7. By submitting an RMA that does not meet the requirements for Standard RMA return you the customer waive the right to an RMA exception review and will not be approved for return/credit.

### Please sign and date with a completed RMA Form

I agree to the RMA Exception Terms and Conditions.

\_\_\_\_\_

Customer Name

\_\_\_\_\_

Date

\*Note: These Terms and Conditions in no way guarantee acceptance of any claims being made via the RMA Form. All RMA's submitted are reviewed on a case by case basis and are subject to approval based on the varying circumstances. Approval is at the discretion of IMPAK Management.