

## Returns

### Stock Return Policy

All requests must be made within 14 calendar days of product invoice date. Authorization of returns is at the sole discretion of Knitec. All non-defective returns are subject to a 15% restock fee or a re-packaging charge, as applicable, at the sole discretion of Knitec.

Accessories (stands, mounts, projector lamps, projector lenses, etc.) are not returnable.

### Return request procedure

The Knitec customer must submit a Return Request with their sales representative to obtain a Return Authorization (RA) number. All product returns require a Return Authorization number. If a request is authorized, you will be contacted by a member of the Knitec staff with a RA number and return instructions. The RA number must be written on the shipping label of the returned product. Please do not write on the box.

For products Knitec determines to have met all conditions listed below, credit will be issued at the lower of original invoice price or current dealer price at the time the product is received at Knitec. SHIPPING AND HANDLING, DELIVERY AND SIMILAR FEES (INCLUDING RELATED SALES TAXES) ARE NOT REFUNDABLE.

### Conditions of Return

All products returned MUST: be 100 percent complete, resalable and contain ALL original manufacturer boxes with the original UPC code and packing materials, all manuals, blank warranty cards, accessories and any other documentation included with the original shipment. When possible, products should be double boxed to protect the original packaging. All RAs expire 14 calendar days after issuance of RA number. Knitec reserves the right to refuse any item received after RA expiration.

Any item not meeting all of the above return criteria will be refused, shipped back to the customer or assessed an additional restock fee of up to 25%, solely at Knitec's discretion.

### Special Order Policy

Non-stock or "Special order" items are products that Knitec does not normally keep in stock. These items are ordered specifically for a particular customer on a non-cancelable and non-refundable basis. Such items come with a manufacturer's warranty. Knitec will not accept the return of these items and will not offer a credit or refund.

### Shipping charges

All shipping charges and related expenses associated with the return of non-defective items are the complete and sole responsibility of the customer. The risk of loss for any damage to or destruction of the items during shipment shall be on the customer. Therefore, for your protection, we recommend you use a reputable carrier capable of providing proof of delivery, as well as properly pack and insure the return shipment.

Knitec reserves the right to modify this policy at any time without notice. Non-defective Returns Request Policy 03/01/2008

### Defective Return Policy

Knitec will replace any product deemed DOA (Defective On Arrival) within 15 days of the invoice date regardless of the manufacturer's policy. A DOA is any product which fails to meet the manufacturer's specifications within 15 days of invoice date. This policy does not cover failure due to physical damage, misuse or acts of God. MODIFYING, DISASSEMBLING OR TAMPERING WITH ANY PRODUCT WILL VOID ALL WARRANTIES.

### DOA procedure

In order to qualify for a DOA replacement, the following procedure MUST be followed:

Call the manufacturer's technical support line to report the problem and to have the manufacturer deem the unit defective. Request a case number from the manufacturer, as well as the name of the individual to whom you spoke. Call Knitec at (866) 469-7111 with that information as well as the following: name and address, Knitec invoice number, product model number, serial number of problem unit, and a detailed problem description. (A digital photo of any on-screen problems sent via e-mail to [service@knitec.com](mailto:service@knitec.com) will help us to help you more quickly.)

If approved, a Return Authorization ("RA") number will be issued and a replacement product will be sent to you as specified above. Your account or credit card will be billed for the replacement and a credit will be issued when we receive the defective unit back in good physical condition.

Products must be returned in new condition, complete with all manuals, cables, warranty cards, etc. in the manufacturer's original packaging. Incomplete products are not eligible for return under the DOA policy. Do not write on the manufacturer's box. All returns must have the RA number printed clearly on the shipping label and should be shipped to the following address:

BE Logistics Inc

Attn: Knitec RA # \_\_\_\_\_

12912 South Chadron

<http://www.knitec.com>

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Generated: 8 September, 2010, 15:04

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Please double box all returns to prevent damage and to avoid restocking or re-packaging fees.

Upon receipt at Knitec, items will undergo a complete inspection. Knitec reserves the right to charge up to 25% restocking fee for products returned as defective that have no problems.

Defective beyond 15 days

After 15 days of invoice date, the manufacturer warranty applies. The end-user must contact the manufacturer directly.

Knitec reserves the right to modify this policy at any time without notice. Defective Returns Policy 03/01/2008