



**iLuv** A division of jWIN Electronics Corp.

Harbor Park Drive Port Washington, NY 11050 Tel: 516-626-7188 Fax: 516-626-7107

**OVERVIEW of RETURN POLICY**

(Complete policy available upon request)

TO: jWIN Electronics Corp.

FROM: ACCOUNT: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1. No returns are to be made to jWIN without prior written permission. **jWIN shall be the sole judge as to what constitutes ineligible products in the event of a dispute. Products ineligible for return include but are not limited to:**
  - Product for which the same model has not been shipped to you for more than six months prior to your request. (see **complete policy for restrictions**)
  - Product that was shipped to you more than six months prior to your return request.
  - **Product returned that is not listed or approved on the return authorization request will not be credited.**
  - **Non-jWIN product- will be returned or destroyed at your expense (see complete policy)**
  - TV and TV combination product containing cathode ray picture tubes.
  - Product that is determined not to be defective or is returned damaged, misused or abused
  - **Products with missing parts. Issued credits will be reduced by the value of missing parts- NO EXCEPTIONS (see complete policy)**
2. It is not jWIN's policy to accept product back for credit that is shopworn, price tagged, customer specific, has old packaging or for stock balancing.
3. Return authorizations are valid for thirty days from date of authorization. Shipments are to arrive at the designated JWIN distribution center **prior** to the thirty-day expiration.
4. All returns are to be shipped freight prepaid and your company will be responsible for all costs. **Deductions associated with freight and handling charges will not be allowed.**
5. All shipping labels **must** include the return authorization (RA) number as well as the packing slip and bill of lading/delivery receipt from the carrier.
6. **Return credit values will be issued at the lower of last purchase price or prevailing price at time of return unless an agreement with the JWIN sales department is made in advance and clearly communicated on the RA and shipping documents.**
7. **All returns for eligible product must be returned in the original JWIN cartons, with all packaging materials and with ALL supplied components and accessories to be considered for full return value.**

**I understand that ANY return not conforming to this policy will be refused and returned to me at my cost.**

\_\_\_\_\_  
Name Print

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Rep Signature

\_\_\_\_\_  
Date