



RMA Request Form

For Returns Only

For prompt return authorization, please complete and fax this form to Ever Corporation at (416) 245-1929. Your RMA Request Form will be faxed back to you with an assigned RMA number appearing in the bottom right-hand corner. The RMA number cancels automatically if the product is not returned within 15 days. You must return the product in its original packaging and with the RMA number clearly marked on the shipping label. If these customer requirements are not met Ever Corporation reserves the right to refuse shipment. If you have any questions please contact our Customer Service Department at (416) 245-2929 or 1-800-668-0131.

section 1

Client Information (Fill out sections 1-3 for prompt authorization) **REQUIRED**

Date: _____ Contact Name: _____

Company Name: _____ Customer Code (if applicable): _____

Phone Number: _____ Fax Number: _____

section 2

Product Information (Please use one form per product)

Part Number: _____ Quantity: _____

Invoice Number: _____ Warranty Bar Code Number: _____

section 3

Reason for Return (Please select one option. If the Return is a Sourcing Error/Other please give the reason.)

- DOA (Dead On Arrival)
- Damaged In Transit
- Sourcing Error (Explain in space provided)
- Won't Hold A Charge
- Duplicate Shipment
- Overstock
- Customer Cancellation
- Other (Explain in space provided)

Replacement Requested: YES NO All batteries returned for reason of defect will be tested & repaired or replaced

Restocking (See Pro-Rata Credit Table)

All Product Sales are final unless they are the subject of a Warranty Return. Restocking is at Ever Corporation's Discretion and subject to the Fees as set in the Table on the right. Any Stock returned after 60 days will receive **NO** credit. Product must be returned undamaged and in the original packaging with the RMA# clearly marked on the shipping label. **Approval to return a**

Days	Restocking Fee (by %)
1-30	15
31-60	50
61-90	100

product for restocking does not guarantee credit. Ever Corporation reserves the sole right to determine if the product returned is in resalable condition and may grant or deny credit at its discretion.

For office use only	Received By: _____	Received On: _____
	Courier: _____	
	Courier Tracking # _____	

Copy and cut along the dotted lines, and adhere to the package being returned. Ensure that the RMA# is clearly visible.

Freight must be PREPAID

Ship to:
Ever Corporation (Canada) Ltd.
77 Ingram Drive
North York, ON
M6M 2L7

RMA #:

AUTHORIZED BY: _____ DATE: _____

RMA POLICY

When Shipping RMAs



DO

Use sufficient protective packaging materials



DO NOT

Deface the product packaging in any way. Boxes bearing part number and/or warranty bar code stickers are considered part of the product packaging and must remain unmarked. Marking this packaging can result in restocking fees.



DO

Clearly show the RMA number on the shipping box using the cut-out label provided on the RMA form



DO NOT

Use the product packaging for shipping. This is generally not sufficiently protective. Customers will be liable for any damage caused by insufficient shipping materials.

If you have any questions, prior to shipping your product back, about these guidelines, please don't hesitate to get in touch with us by e-mail at rma@evercorp.com or by phone at 1-800-668-0131.

Ever Corporation Canada Ltd.

77 Ingram Drive * North York, ON * M6M 2L7

Tel: 416-245-2929 Fax: 416-245-1929 Toll Free: 1-800-668-0131

www.evercorp.com

RMA POLICY

Returns

- a) Ever Corporation reserves the sole right to authorize returns for all products sold.
- b) All sales are final and product can not be returned after 30 days unless it is the subject of a warranty claim.
- c) Ever Corporation does not issue stock rotation rma's or credits for same.

Warranty

Laptop & Notebook battery packs, AC Adapters, Car/Air Cords:

- a) From date of purchase, and up to one year from date of purchase, Ever Corporation will, subject to inspection and testing, repair or replace the battery pack with a new or reconditioned product. Battery capacity degradation due to continuous use is not covered by warranty.
- b) A battery pack containing 80% of original capacity after 12 months use is considered normal by the portable battery industry and is not subject to warranty replacement.
- c) Ever Corporation warranty does not extend to the computer equipment utilized with any product supplied by Ever Corporation.

Warranty Void if:

- d) Label and/or serial number removed.
- e) Bar code warranty label removed.
- f) Battery pack modified, improperly charged, improperly installed, neglected, overcharged, opened, or misused in any way.
- g) Label or packaging written on or defaced, or battery and packaging not in re-saleable condition.
- h) Parts or components missing.
- i) Failure to protect the product being RMA returned with an outer box and crush-proof packaging.
- j) CMOS batteries – Warranty for 90 days
- k) SLA batteries – Warranty for 1 year

All other products:

- l) All other items carry their relative manufacturers warranty.

Credit Policy

- a) Irrespective of method of payment, all credits are issued to customers account. Credits are only eligible for refund ; (i) when payment made by cash, (ii) when payment made by credit card and Ever Corporation supplied the wrong product.
- b) Full credit will be issued if Ever Corporation by accident ships a product other than that which was ordered.
- c) All other credits are subject to warranty, inspection, testing, repair, and replacement to determine eligibility for credit which may be issued or denied and may incur a re-stocking fee.
- d) The value of your credit may be reduced should you fail to return a component shipped with the original product e.g. a powercord
- e) The credit will be based on the original invoice value at the time of the return, less any applicable re-stocking fees, testing fees or freight charges.
- f) No credit will be issued for D.O.A. or Defective product that is returned with physical damage.
- g) D.O.A. product must be claimed within 15 days of invoice date.



RMA POLICY

Non-compatible with Laptop or Notebook

Ever Corporation identification of replacement parts is based on customer supplied information.

While we make reasonable effort to ensure compatibility, we make no warranty that the parts supplied will be compatible.

While Ever Corporation and its customers working together can reduce the possibility for error by communicating all available make, model, chemistry etc. information the lack of standardization in battery labelling will occasionally result in non-compatibility.

- a) Prior to returning non-compatible product(s), contact an Ever Corporation Customer Service Representative for problem analysis and replacement approval at (800) 668-0131.
- b) Claims for return or exchange for non-compatible product must be made within 15 days of receipt. Claims made after 15 days will be subject to a re-stocking fee of 15%. Claims made after 30 days will not be accepted.

Cancelled Orders/Refused Shipments/Shipping Errors

- a) Orders shipped in accordance with customers purchase order and subsequently cancelled after shipment will be subject to a re-stocking fee.
- b) Orders shipped in accordance with customers purchase order and subsequently refused at point of delivery will be subject to a re-stocking fee.

Lost Shipments

- a) Customer is responsible for all undelivered freight claims against carrier for shipments made on customers freight account.
- b) Shipments not traceable within 24 hours of expected delivery date may be re-shipped at customers request but will be accepted as a new order. Credit will be issued for lost shipment in accordance with our RMA procedure when the product is located, delivered and returned to Ever Corporation.

Shipping Damage

- a) Damages in transit need to be reported to Ever Corporation within 24 hours of receipt of package.

RMA Procedure

- a) No return will be accepted without an RMA number.
- b) To obtain an RMA form, contact customer service at (800) 668-0131 or download the RMA form at www.evercorp.com
- c) For efficient handling of your return, complete all shaded areas of the form. Failure to do so will delay your RMA approval.
- d) Fax the RMA form to (416) 245-1929
- e) If approved, your RMA form will be faxed back with your approved RMA #.
- f) RMA # is valid for 15 days.
- g) Return merchandise must be surrounded with 5 cm (2") min. on all sides of crushproof (i.e. bubble wrap or foam) packaging and packaged in an outer cardboard shipping carton
- h) Return merchandise must be shipped freight pre-paid with the valid RMA # written on the outside shipping box. If the RMA # is not on the box, we reserve the right to refuse the shipment. Note: COD shipments will be refused.
- i) All return shipments must be insured for the minimum value of \$100.00 at shippers expense. Failure to do so may void your warranty.

Fax to 416-245-1929