

Unwanted product return procedure

Purpose

- This document describes the return procedure for handling Airofit devices

Return Criteria

1. Airofit complies with a 14-day money guarantee return policy. All returns intentions after this time period will be automatically rejected.
2. Every product must be returned in original packaging, including the box, accessories and manuals received.
3. The return product must not be damaged.
4. The used product will never be sold to another customer. However, it must be cleaned by the customer in order to perform the return investigation process.
5. Customer is obligated to pay for the return shipping.

Return Procedure

1. The customer is obligated to fill out Product Return Authorization form (PRA) and send it at support@airofit.com. To handle the unwanted product return as fast as possible, the customer has to explain the reason of the return.
2. Airofit Customer Support will handle the return request within one business day. Then, the customer will receive a confirmation email containing the return instructions.
3. Airofit will notify the customer when the returned product was received in the warehouse.
4. Airofit will inform the customer about the inspection results within 10business days from receiving the unwanted product return.

If the product complies with the return criteria, Airofit will refund the customer. If the product is not approved to meet the return conditions, the customer can choose to discard the product or return it back. The customer pays the delivery costs.

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