



CONSUMER WARRANTY CLAIM FORM

This form must be completed and submitted in order for your Claim to be processed.

Today's Date	
My Full Name	
My Ship To Address (Street, City, State, ZipCode)	
My Daytime Telephone #	
My Email Address	
Date on my Receipt	
Where I bought my item	
Exhart ITEM # (You may find this either on the original box or the barcode on the item, or on our website)	
Please provide an explanation why you are requesting a Warranty Claim.	

IMPORTANT INSTRUCTIONS ON SUBMITTING THIS FORM

1. If your product is physically broken or damaged, you **MUST** include in your email submission Two (2) photos of your item to start the claim process that are formatted as follows: (1) a Zoomed out photo of the entire item; (s) a Close-up of the specific problem area. You must include these as attachments to your email to us.
2. Send a Copy of your receipt.
3. Your claim will not be processed until all information identified herein is received.
4. **DO NOT DISPOSE OF OR RETURN YOUR PRODUCTS UNTIL EXHART HAS INSTRUCTED YOU TO DO SO.**
5. If our usual standard of excellence has not been met, we reserve the right to either replace defective parts or provide a complete product replacement at our discretion, within the warranty period.
6. Warranty claims generally take 3 to 5 business days to process.
7. In the event that we have not achieved our usual standard of excellence, we may at our discretion, replace defective parts or replace the complete product, **WITHIN THE WARRANTY PERIOD** .
8. If replacements are requested after 30 days from the date of purchase, you will be responsible for covering the shipping charges. Additionally, you will be required to provide your credit card information for the shipment of replacements or parts.
9. If you have not received a response from us within 7 business days, please reach out to our Customer Service Return Department at: support@exhart.com

Please sign, date and submit this information in its entirety to: support@exhart.com

Signature

Date