



WindPouch Inflatable Hammocks  
 5317 Peachtree Blvd T360  
 Chamblee, GA 30341  
 Phone: (678) 428-5805

## WindPouch™ Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below. Return the completed form in the shipping container with your WindPouch™. You will be notified with an RMA number after contacting WindPouch. Complete RMA details are described on Page 2.

Name:	
Phone:	Fax:
Email:	
Date:	

### Return Shipping Address

Please provide specific shipping instructions for this order. If you do not provide shipping instructions, we will ship the order BEST WAY, prepaid, and add the shipping charges to your invoice.

Name:	
Street Address:	
City, State, Postal Code:	
Country:	
Shipping Carrier:	Collect Account Number:
Special Shipping Instructions:	

### Product Information

<input type="checkbox"/> <b>Warranty</b>	<input type="checkbox"/> <b>Non-warranty</b>	<input type="checkbox"/> <b>Unknown</b>
Date of Purchase:		
Reason for Return or Description of Problem:		

### Service Requested

<input type="checkbox"/> <b>Repair/Exchange</b>	<input type="checkbox"/> <b>Return/Refund</b>	<input type="checkbox"/> <b>Other</b>
Additional Information:		



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## Product Returns for “Warranty” Determination

WindPouch will test the product according to the description of the problem listed on Page 1 of the RMA request form. After WindPouch’s evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the RMA request form, the product will be replaced under warranty at no charge and shipped, prepaid, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we reserve the right to charge for testing and return delivery. Warranty replacements do not extend the original warranty period.

### No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Wear and tear.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.
- Any item used on the water. No returns for products with water exposure will be accepted.

For any product returned to WindPouch for reasons other than warranty, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. All returned items must include all packing material and accessories.

Please take care to package your return carefully. WindPouch is not responsible for damage or lost product(s) caused by shipping. Any damage related to inappropriate packaging will result in additional charges for the product.

If the customer desires an expedited method of return, the product will be shipped collect.

Signature:

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By signing the RMA form, I agree to the terms and conditions set forth on this form.