

XCESSORIES

RETURN MATERIALS AUTHORIZATION (R.M.A.)

Requirements for Exchange

All items purchased from Xcessories are eligible for an exchange under the requirements stated below.

- A Return Materials Authorization (RMA) form must be submitted within 30 days of purchase for any exchange claims.
- Only products with manufacturer defects are covered by warranty.
- All items need to be in their original packaging and with all contents that came with it.
- Product(s) with any physical damage will not be accepted or eligible for any credits.
- Clearance and sale items are not covered by the warranty.
- It is the customer's responsibility to return the item(s) to Xcessories and bear all shipping costs.
- Exchanges or credits will be processed within 2 weeks after inspection.
- Absolutely no exchanges on cellphone cases will apply by the warranty unless the item is defective.
- Absolutely no exchanges/returns on sim cards.
- A 25% restocking fee maybe subject to the customer upon approval of the exchange/return for special case scenarios.

Once the items have been inspected and approved, your exchange(s) will be added to your next order. In the event of the item being discontinued or out of stock we will issue an in-store credit.

For more information, please contact us at info@shopxcessories.com. We will be happy to answer all your questions and concerns.

Company Name:	Customer Name:	Phone Number:
Date:	RMA#:	Sales Rep Name:

Defective Items / List

Invoice #	SKU CODE	QTY	Description (Explain Return)