

WARRANTY PROCEDURE FOR GREEN IGNITE PRODUCTS

ALL RETURNS SHOULD BE HANDLED BY THE DISTRIBUTOR FROM WHICH THE ITEMS WERE PURCHASED

If your product is **defective**...

Please request an RMA & issue a new PO. Then follow the procedure below..

We will require the following in order to give credit:

Your customer service rep will determine which option is required on a case by case basis

0 A photo of the product(s)

Option A

0 A close-up photo of the product label

0 A new purchase order for your replacement items

or

0 The product to be held onto for 2 weeks

Option B

0 We will need the product(s) returned to us first

Once we have obtained either option A or option B, we will provide your credit & RMA.

If your product is **damaged**...

Please request an RMA & issue a new PO. Then follow the procedure below..

We will require the following in order to give credit:

Your customer service rep will determine which option is required on a case by case basis

0 A close-up photo of the product label

0 A photo of the inside of the box

Option A

0 A photo of the outside of the box

0 A new purchase order for your replacement items

0 The product and packaging to be held onto for 2 weeks

Option B

0 We will need the product(s) returned to us first

Once we have obtained either option A or option B, we will provide your credit & RMA.

If your product is **neither defective nor damaged**...

Please request an RMA. Then follow the procedure below..

We will require the following in order to give credit:

0 We will need the product(s) returned to us within 30 days of purchase.

We will send your RMA, and then once we have obtained the returned product(s), we will provide your credit. The cost of freight will be deducted from the credit issued.

An item is **not** returnable if...

0 30 days have passed since the purchase date

0 It was sold as clearance or a special order (non-stock)

* Special order items are non-cancelable.

* Clearance and special order items are non-returnable, but are covered by a 1 year warranty.

* If clearance item is defective within 1 year, we will replace it with the same item. If the clearance item is sold out, we will issue credit equal to the purchase price.

