

# Turning Technologies Return Guidelines

Turning Technologies will only process exchanges and returns for product purchased directly from Turning Technologies and its authorized resellers.

Products must be in original packaging and include all original documentation and accessories. For all returns or exchanges, you must obtain a Return Merchandise Authorization (RMA) by contacting Turning Technologies Customer Support at 866-746-3015 or [support@turningtechnologies.com](mailto:support@turningtechnologies.com) prior to shipment. Any product received by our warehouse without an RMA number, or with an invalid or expired RMA, will be documented and returned to you at your expense.

Exchanges will only be processed after the returned product(s) have been received and processed by our warehouse.

After Turning Technologies receives your return, it is inspected and compared to the RMA. All parts and equipment contained in the original RMA must be included. Once confirmation is completed, the return is processed into the warehouse and credit is issued using the same form of payment used for the purchase (when applicable). The normal process usually takes 7-10 business days to complete. No credit will be issued for incomplete or unauthorized returns.

If the returned shipment does not match the RMA, a Customer Service Specialist will contact you.

RMAs for credit/refund must be requested within 30 days of the delivery date, and may be subject to a restocking fee. Restocking fees are deducted from the refund amount issued.

Turning Technologies does not accept any COD returns.

## Preparing Product for Return

1. Contact Turning Technologies Customer Support at 866-746-3015 or [support@turningtechnologies.com](mailto:support@turningtechnologies.com) to obtain an RMA number and shipping return label.
2. Package the product including any and all accessories included with the order.
3. Affix the provided UPS return shipping label to the outside of the container, making sure that the entirety of the label is visible and not obscured.
4. The RMA number must not be written on the original packaging/box. Please write any applicable RMA numbers on the shipping return label or on other any outside packaging the product is being returned in.
5. If product for more than one RMA is being returned in the same box, make sure that all RMA numbers are listed on both the return label and inside the box as well. If products are received without valid RMA numbers, credit or processing may be delayed.

## Proof of Delivery for Returns

Customers that are returning merchandise without a Turning Technologies issued return label are encouraged to select a carrier that provides tracking numbers and insurance, such as UPS or FedEx. The customer is responsible for packing the item being returned properly to prevent any damage or loss of the product en route to Turning Technologies.

Signatures confirming Proof of Delivery can be used to determine whether or not an RMA has been received by Turning Technologies. If items are consolidated to a single package, a POD cannot be used to confirm receipt of specific items or quantities. If you return a product outside of this process, your credit or replacement may be delayed pending proof of delivery to our warehouse. Customer assumes risk of loss and payment of return freight.

## Shipment related loss or damage

You should note damages or shortages on the Proof of Delivery document at the time of delivery. You must report damages or shortages within 14 days by contacting a Customer Service Specialist at 866-746-3015. You may be asked to provide a copy of the Proof of Delivery as well as an order number or customer account number.