

QDI ACCESSORY AND HARDWARE RETURN PROCEDURES FOR ELECTRONICS

Please familiarize yourself with this section. Our carriers and suppliers are requiring these procedures.

Return Authorization Numbers are Required On ALL Returned Merchandise! RMA' s are valid for 10

Days from issue - Product received more than 10 Days after issue of an RMA will be refused.

All repairs or non-qualified returns must be handled directly between the dealer and the manufacturer. Credit for returns must have an RMA# and a copy of the original invoice. Any returns or exchanges that do not follow these guidelines will be returned to the dealer at the dealer's expense.

Returns will be credited to the Dealers account at the lesser of the price paid or current market price. This policy is subject to change at any time without notice.

If you have any questions, feel free to contact the Returns Department at: (602) 445-2552 or 1-800-877-3002 at Ext. 2552.

QDI General Return Guidelines

Returns Procedure

Dealer must request an RA from the QDI Returns Department

THE PROCEDURES ARE AS FOLLOWS:

1. GO TO QDIWIRELESS.COM
2. PUT YOUR CURSOR ON PREMIER DEALERS, CLICK ON RETURNS.
3. CLICK ON THE ONLINE RMA SUBMITTAL
4. FILL OUT THE RMA FORM COMPLETELY
5. CLICK SUBMIT AT THE BOTTOM OF THE PAGE THIS WILL GIVE YOU A REF# AND SEND AN AUTOMATED EMAIL TO THE RETURNS DEPARTMENT PLEASE KEEP YOUR REF#
6. YOU WILL RECEIVE AN RMA # VIA EMAIL AND FAX ONCE YOUR RA HAS BEEN PROCESSED.

ONCE YOU HAVE RECEIVED YOUR RA# YOU MAY RETURN YOUR PRODUCT.

Only items listed on the Return Authorization will be accepted - all other items will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Please make sure that the RA number is clearly marked on each carton.
Dealer is responsible for all shipping costs to QDI.

Please ship all returns to this address:

QDI

Returns Department RA# _____

2424 S. 21st Street

Phoenix, AZ 85034

RMA's are valid for 10 days from issue - Product received more than 10 Days after Issue of an RMA will be refused.

DEALERS WILL BE GIVEN 7 BUSINESS DAYS TO RETURN NON-DEFECTIVE PRODUCT, THIS PRODUCT MUST BE NEW AND UNOPENED. ANY PRODUCT THAT APPEARS TO BE OPENED OR USED WILL BE REJECTED AND RETURNED TO THE DEALER AT THE DEALERS EXPENSE.

Non-Qualified Returns

Any product or accessory refused or sent back to QDI by the Carrier or Supplier will be billed to the Dealer's account and shipped back at the Dealer's expense. Be sure to send all required documentation, accessories, and packaging with your returns to speed the process of crediting your account and avoiding product being sent back as non-qualified. Any Dealer refusing a shipment from QDI will not receive credit for the refused shipment, be charged the freight costs, and will forfeit all privileges to return product to QDI.

Stock Balancing

QDI does not accept product for return under the reason of Stock Balancing. All products must meet the current return criteria and qualifications of the carrier or vendor who supplies the product to QDI.

OEM / Other Accessory Returns

- Proof of purchase required.
- Warranty will vary by manufacturer.
- QDI reserves the right to determine whether an accessory is returnable under the manufacturers' warranty policy.
- Warranty does not cover abuse, misuse, improper installation, or products with serial number or labels removed or altered. Such defective product will be returned at dealer's expense.

QDI Return Policy for ELECTRONICS

Due to the time sensitive nature of our vendors all Dealers will need to process their returns on a **weekly** basis. Letting product accumulate in your stores may cause them to be ineligible for return to QDI.

The following dates and timelines are crucial to processing your return:

ALL REQUIREMENTS MUST BE MET:

- 1. Dealer must have an RMA# to return product to QDI.**

- 2. QDI must receive product no later than 10 days after issue of RMA#.**
- 3. All products must be returned as a complete kit including the original box and packing material, any missing items will result in product being refused and sent back to the dealer at the dealers expense.**

Any product returned to QDI that does not meet the requirements listed above will be returned to the dealer and shipping charges will be billed to the Dealer's account.

Product refused by the manufacture and returned to QDI that are out of warranty due to failing to meet requirements listed above will be returned to the Dealer at the Dealer's expense.