

## PRODUCT RETURN FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Order Number: \_\_\_\_\_

Return Authorization Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Item#	Reason	Opened		Installed	
		Y	N	Y	N
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional Information

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## RETURNS & EXCHANGES

Did you receive an item other than the item you purchased, or that was defective or damaged in transit?

- Contact us within 30 days of the sales date and we will ship out the correct item at no charge.
- We'll also send you a prepaid mailing label to ship the original back to us.

### Item Condition:

- Unopened Items: If the item is unopened, ship it back to us within 30 days of the sale date, and we will issue a full refund, less any original shipping costs.
- Opened & Unused: If the item is opened, and has not been used or installed, ship it back to us using the instructions below within 30 days, and we will issue a full refund less any original shipping costs and a 15% re-stocking fee.
- Used: If the item has been installed and/or used, we are unable to accept a return because the item is no longer saleable.

### How to Return:

1. Contact us at 888-505-1363 or [customerservice@navepoint.com](mailto:customerservice@navepoint.com) for a Return Authorization Number.
2. Complete the form above and enclose it with your product.
3. Pack your item and the form in the original packaging. If you no longer have the original packaging, be sure to carefully wrap and protect the product when shipping it back. Products damaged in return shipments due to insufficient packaging will not be eligible for a refund.
4. Send your return to:
 

NavePoint Returns  
 859 E. Park Ave.  
 Libertyville, IL 60048

### Need to contact us?

NavePoint customer service is available Monday-Friday 9am-5pm CST  
 E-mail: [customerservice@navepoint.com](mailto:customerservice@navepoint.com) | Phone: (888) 505-1363 | [NavePoint.com](http://NavePoint.com)