



RMA Procedure and Policy

If an Azulle product is found to be at faulty or verified as malfunctioning, within 1 year of the purchase date, it is entitled to an RMA (Return Merchandise Authorization) claim so it can be repaired or replaced.

To begin, you can complete the following steps:

- Contact Azulle online www.Azulletech.com or call at 786-233-6769 ext. 2 (Azulle's office hours are Monday – Friday 9AM – 10PM and Saturdays from 10AM – 4PM)
- Azulle will provide a link to create an RMA Ticket or you can create the ticket directly at www.QuickRMA.com
- Azulle's Customer Service Dept. will determine if the RMA ticket can be approved.
- If and when your RMA ticket is approved please return the unit, within 14 days, to Azulle:
 - Please return the unit securely packed to avoid damage during the transit.
 - Kindly return the power adapter to ensure that this is not causing any issues.
 - Please clearly mark the RMA number on the package.
 - If your computer is locked with a password, providing this information will expedite the process.
- Once Azulle receives the unit, the Logistics Dept. will update the RMA Ticket and reassign it to the IT Dept. for testing.
- The IT Dept. will start testing the unit and will update the RMA Ticket with the testing results.
- Throughout the RMA process, you will receive email notifications with status updates.

Based on the results, a solution can be made:

- ❖ **If the unit is NOT defective and is in perfect working conditions**, Azulle will simply ship the unit back to you; however, customers are responsible for shipping costs.
- ❖ **If the unit is NOT defective and is in perfect working conditions**, and within the 30-day refund window period, a refund can be issued with an up to 15% restocking fee.
- ❖ **If the unit is defective**, and you are within the 30-day refund window period, you qualify for a full refund.
- ❖ **If the unit is defective**, and you are NOT within the 30-day refund window period but you are within the 1-year manufacturer defect warranty, Azulle will repair or replace your unit.
- ❖ **If the unit is not covered by any of the above warranties**, please contact Azulle to find other options for purchasing a replacement.

Shipping and Handling

- The Logistics Dept. will pack the replacement, repaired or original unit in a suitable package.
- The RMA number and quantity will be clearly marked on the packing slip.
- You will receive an email notification with the resolution for your RMA ticket along with your tracking number.