

RETURNS POLICY

When the returns policy can be applied.

The return, which means returning a product to the manufacturer, is valid in the following cases:

- **Return of defective products:**
the delivered product has defects compromising its functions or value. The consumer has the right to reparation or replacement, which shall be requested within **8 days after the delivery of the product**, by filling the RMA form at the following link: reserved area. Once this deadline has expired, the product is considered accepted, exempt from defects and suitable for use.

- **Return for mistakes in supply:**
when there is an obvious mistake in supply: the manufacturer has delivered the wrong item, the color is not the ordered one, etc.
A Customer Complaint will be opened by Ecat; the manufacturer sends the correct product to the customer and arranges the return of the wrong product. This request shall be done by the customer within **8 days after the delivery of the product**, by filling the RMA form at the following link: reserved area. Once this deadline has expired, the product is considered accepted.
Attention: Mistakes in supply refers to the mistakes made by Ecat; this condition does not apply when the customer orders the wrong product code.

- **Return for commercial policy:**
The manufacturer allows the customer to return an item within **30 days after the delivery date of the product**, by filling the RMA form at the following link: reserved area. However, the following requirements must be met:
 - customer must not use, modify and/or customize the products;
 - the packaging of the products must not show any signs of wear, tear, and scratches.

This procedure may require some days, necessary in order for the results of the production Test Report, determining the status of the returned product.