

To return **Frendix USA** products, please follow these steps:

1. Review the attached copy of our Return Policy which was included with your estimate and/or invoice, and which is also posted on our website at www.InnoLIFTUSA.com. With your purchase, you have acknowledged and accepted the terms set forth in our policy.
2. DO NOT return FRENDEX USA products without our prior written authorization. ALL returns must be shipped using Frendix USA's designated freight service provider ("Frendix USA Freight Services") ONLY, unless otherwise approved by a Frendix USA authorized representative in writing and in advance.
3. Fill out and email the attached Return Merchandise Authorization (RMA) form to sales@frendixusa.com for review and approval of return.
4. As stated in the Return Policy, Customer is responsible for return transportation fees and a 20% restocking fee as described in our Return Policy, unless this is a warranty issue.
5. **Return Freight Packaging:** All equipment must be packaged in an equivalent way it was shipped to Customer to avoid damages. For INNOLIFT machines, Frendix USA uses custom size pallets and you will be given instructions on how to build a new pallet if the original pallet is not usable.
 - * **Avoid using forklifts (or other equipment) to load the InnoLIFT onto the shipping pallet.** Use the InnoLIFT to load onto the pallet in the same method used to load into a vehicle.
 - * Pallets must be longer and wider than the InnoLIFT to avoid damage to the machine during transport and to ensure rejection by the freight company. Once fully packaged, send the dimensions (W x L x H) to Frendix USA. Frendix USA can determine the weight based on the model, so it is not necessary to weigh unless you have the appropriate equipment to do so.
 - * Machines must be placed in the "parked" position on the pallet – that is, press the forks down button on the handle until it no longer can lower.
 - * The tower and chassis will need to be properly and fully wrapped using bubble wrap or moving blankets and securely fastened using quality duct tape (or equivalent).
 - * The use of two ratchet straps is necessary to secure the forks to the pallet – avoid straps hanging underneath the pallet as shipper's forks can break those straps.
 - * All ancillary products, such as the unit key, AC and DC chargers, Operators Manual, and any purchased Rear Plate accessory (or other items), must be secured to the unit and returned.
6. Frendix USA is not responsible for equipment damage or item loss during the return shipment. If damaged or parts are missing, and at our discretion, Customer may incur additional charges that defer the resale value.
7. Frendix USA Freight Services will schedule the return shipment in coordination with the Customer's warehouse delivery hours (please provide to Frendix USA).
8. Once received, Frendix USA will inspect the equipment for damage and/or missing items and to determine the return value. Once determined by Frendix USA, Customer's **return** will be issued by (i) check mailed to the same address the product was shipped to (or other, as indicated in writing by Customer prior to product return), or (ii) by online bank transfer or credit card refund, as determined by Frendix USA. **Invoice payments** may be made by credit card, ACH and bank wire transfer or certified check. Other payment types must be approved by an authorized Frendix USA representative.

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