



# RETURN INSTRUCTIONS

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## INSTRUCTIONS

Please print legibly and complete all applicable fields to avoid delays. The returns policy included below contains additional instructions you must follow.

If you have any additional questions about returning merchandise to us, please contact the sales department at [sales@digi-source.net](mailto:sales@digi-source.net).

Please mail your return to:

**Digi-Source Returns**  
**1360 Blue Ridge Overlook**  
**Dawsonville, GA 30534-8012**

## RETURNS POLICY

We will accept merchandise for return within 30 days of receipt. All non-defective merchandise must be in complete, new, and resalable condition. All defective merchandise must be in complete and unused condition. All returned merchandise must be accompanied by all related materials and a Return Authorization form.

Please contact the sales department at [sales@digi-source.net](mailto:sales@digi-source.net) to obtain a return authorization number. The return authorization number we assign to your return must be clearly posted on the outside of the shipping container. Return authorization numbers are valid for 10 business days from the date they are issued.

You are responsible for all expenses incurred as a result of returning merchandise to us, including postage fees, unless the return is due to our error. We highly recommend you send return packages using a carrier service that offers insurance and delivery confirmation because we cannot accept responsibility for return shipments that are lost, misdirected, or damaged.

Items that are returned for a refund will be refunded by check or PayPal, depending on the original method of payment used. Shipping and handling charges will not be refunded. Items returned in incomplete, used, and/or damaged condition may be subject to a restocking fee of up to 50% of the original price, if we accept them.

Only defective merchandise may be returned for replacement. We will replace, at our expense, any defective item returned to us with an identical product. Sorry, we cannot exchange any item for a different item.

If you receive an incorrect item as a result of our error, we will gladly attempt to correct our mistake. For the purposes of this policy, an incorrect item is an item you have received but (1) did not order, or (2) ordered with different specifications. Please note that we are sometimes unable to accommodate special request specifications. In such cases, we will include an explanation with your order, and the affected item(s) will not be considered "incorrect." Please contact the sales department immediately at [sales@digi-source.net](mailto:sales@digi-source.net).

If you receive a shipment that has been damaged in transit, please refuse the delivery. If you have already accepted the delivery, please contact the sales department immediately at [sales@digi-source.net](mailto:sales@digi-source.net). If you attempt to return the order without our authorization, you may not receive credit for the return.

We reserve the right to refuse any returns that do not meet these requirements.



# RETURN AUTHORIZATION FORM

1360 Blue Ridge Overlook  
Dawsonville, GA 30534-8012

Visit Us On the Web at <http://www.digi-source.net>

## Return Information

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

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

Reason For Return: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Desired Recourse (*please check one*):

Refund

Exchange (*please check type*):

Defective item

Incorrect item

Damaged shipment

Agreement Terms: I have read, understand, and accept the conditions of return in accordance with the returns policy that is in effect as of the date below.

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



Please clip and use this label to ship your return.



**Digi-Source Returns**  
1360 Blue Ridge Overlook  
Dawsonville, GA 30534-8012

Return Authorization  
Number: