

StarAid Returns Form

INCLUDE THIS FORM WITH YOUR RETURN

Customer Name: _____

Customer Address: _____

Customer City: _____ State: _____

Zip Code: _____

Daytime Telephone Number: (____) ____ - _____

Email Address: _____

Item You Are Returning: _____

Order Number: _____

Reason for Return:

- Damaged in shipping
- Incorrect item received
- Incorrect item ordered
- Item was not what I expected
- Item is Defective

Explain (additional notes):

Please enclose a copy of your original order invoice if possible.

Shipping Instructions

All returned items shipped to bSentient BV. must be packaged properly.

Please double box all returns using an outer packing carton equal to or better than the outer shipping carton it was shipped to you in. Failure to do so may result in damage to the item being returned including the container the item is packaged in. Failure to ship in an outer shipping carton equal to or better than the one used in the original shipment to you, may disqualify or reduce the amount refunded or may disqualify an item for warranty service if it incurs shipping damage due to improper packaging.

Please do not damage, deface or add any markings to the original manufacturer's packaging. Failure to comply may decrease your refund up to 20% to cover repackaging.

We recommend using a shipping method that requires a delivery signature.

Action Requested:

Refund

Our policy allows end users 30 days to evaluate an item to determine suitability for proposed use. All items must be returned within 30 days of purchase in original condition including manufacturers packaging, manuals, instructions, etc to qualify for a refund. After the 30 day period, items may be returned only for warranty repair or at the option of StarAid, replacement. Please note the shipping conditions above.

Replace with correct merchandise

Please note the shipping instructions above.

Warranty service

Please explain the problem above; also please note the shipping instructions.

Ship Merchandise To:

bSentient B.V., Leeuwenbrug 89A, 7411 TH Deventer, The Netherlands