



12950 NW 25th Street ♦ Suite 300 ♦ Miami, FL 33182 USA
 Tel: 305.640.0465 ♦ Fax: 305.640.0468
 Email: [ReturnsDept@jademar.com](mailto>ReturnsDept@jademar.com)
 Web: www.jademar.com

RETURN POLICY AND INSTRUCTIONS

Products purchased from Jademar under warranty may be returned or replaced. Note: *The original invoice number and date must be provided to verify warranty coverage.*

1. Complete the **RETURN REQUEST FORM** below.
2. Send the completed form to [ReturnsDept@jademar.com](mailto>ReturnsDept@jademar.com)
3. **Pictures/Videos of Defective or Damaged items must be submitted with the form.**

RETURN REQUEST FORM						
Company Name:						
Contact Name:						
Address:						
Email Address:						
Phone Number:				Fax Number:		
Qty	Part Number	Order #	Order Date	Invoice #	Return Reason	Replace
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
						<input type="checkbox"/> YES or <input type="checkbox"/> NO
Ship to Address for Replacement Order:						

DEFECTIVE ITEMS: Once the claims department receives the return request, the submission is reviewed, and based on the assessment, an RR may be valid. Then, the claims department sends an RR# with shipping instructions. If replacements are needed, then a replacement order is generated to replace the defective items and shipped if stock is available. Once the faulty items are received and checked for defects, a credit is issued within 30 days of arrival. A credit will be issued minus a 25% restocking fee if the items are not defective.

RETURNED GOODS: If you are returning a product that is not defective. The items must be in their original packing with the RR # and a copy of the label provided on this form. Once the goods are received, we will issue the credit minus a 25% restocking fee within 30 days.

GOODS MUST BE RECEIVED WITHIN 30 DAYS OF THE RETURN REQUEST DATE. ALL ITEMS RETURNED MUST INCLUDE THE RR#, A COPY OF THE RR FORM, AND THE LABEL PROVIDED IN THIS FORM TO RECEIVE CREDIT.