



Authorized Distributor Returns Procedure

A simple 1..2..3 return procedure exists to fulfil 100% Customer Satisfaction Guarantee promise on Unger's product and service quality to both distributors and their customers:

1. An authorized Unger distributor works directly with their customer (end-user) to both qualify a return and provide customer service. A simple **Satisfaction Guarantee Form** is used to process claim.
2. Unger's customer service team will then work directly with each distributor to process any claim.
3. Unger will then take product back and issue a credit, replacement or exchange to the distributor.

Unger already stands behind its product and service delivery and is further committed to supporting end users who use our products every day. If an end user is not satisfied with their Unger purchase, they can return it back to the distributor. Distributors shall work directly with that customer prior to contacting Unger regarding the reason and eventual credit.

Please note that our customer service team must verify the reason for return **PRIOR** to accepting the goods:

Step-1: When an end-user seeks to return their purchased product, please ask them to include a completed **Satisfaction Guarantee Form** with the returned goods (available from customer service or online). A distributor may also fill in the **Satisfaction Guarantee Form** over the phone.

Step-2: Next, contact Unger's customer service team (1.800.431.2324) to begin processing the return. Our customer service team will issue a Return Goods Authorization (RGA #), which should be sent with the returned merchandise (this speeds up the process).

Note: Depending on the reason for return, Unger will issue a "pending credit".

Step-3: Once Unger receives the merchandise, it is inspected prior to notifying customer service to issue a credit. Please see **Terms and Conditions** for more information.

Note: Once the return has been processed, the 100% Customer Satisfaction Guarantee on Returned Goods Services should be forwarded to the end user via the Distributor or directly.

Unger Collection

Unger will arrange collection and cover freight cost of the goods return if the following applies:

- Customer changed their mind.
- Product is faulty.
- Product fails to perform as expected.

Distributor Returns

The Distributor should cover freight cost of the goods return if the following applies (and other fees may apply):

- Goods incorrectly ordered.
- Too many of an item ordered.