

RETURN AND EXCHANGE PROCEDURE

OrangeTreeTrade hopes your shopping experience online will be as pleasant as if you were shopping in one of our stores. We know you will love your product, but if it is the wrong products or defective in any way, we are here to help. If you are not satisfied with your purchase of a product, please e-mail us at sales@orangetretrade.com for a **Return Material Authorization (RMA)**. All returns must be emailed with your order number, name, e-mail address, and description of the problem in advance. (Orange Tree Trade web-site order number: 4 digits, Amazon.com order number: 17 digits, E-bay.com order number: 4 digits please see the order number and bar-code on the packing slip)

We will issue a refund or exchange for most items that are returned in new and re-sellable condition without defect or damage within **30 days of the delivery date** may be eligible for refund less shipping, handling, insurance, and 10% restocking fee. Replacement parts will be issued for damaged items or manufacturer defects that fall under the 30day time frame. All returned merchandise must be in original carton. Missing accessories will result in a reduced credit amount by the actual replacement cost of those items. Product exchanges will accrue additional reshipping changes.

1) Complete this RMA form and enclose it with your returned items. Please circle the items that you are returning.

RMA Number: _____ Date: _____

RMA number to be provided by Orange Tree Trade

Please note that all returns must be received within **15 days of RMA issuance**. Any parts returned without a form, without RMA number, or not listed on the original form will be returned to the customer and no credit will be issues.

2) Choose one of the market places you purchased from (CHECK ONE BOX)

Orange Tree Trade: [] Amazon: [] E-bay: [] Others: []

3) Choose Refund or Replacement (CHECK ONE BOX)

Refund: [] Replacement: []

Replacement Term: We are only able to replace the same item you ordered. If you would like to exchange your items for something different (length, color, type, etc), please place another order for the item you wish to purchase.

3) Reason for Return (CHECK ONE BOX)

[] Defective/Does not work properly [] Different from web-site description [] Damaged due to inappropriate package
[] Damaged during shipping [] Missing parts or accessories [] No longer needed/wanted
[] Received different item/color/size than ordered

To help us process your return in a timely manner, please provide description of the problem you encountered with the product (Required):

4) Cover/Remove all original shipping labels. Pack the product you are returning in the same box we used to ship it to you. We suggest you return the product to us via a carrier with tracking information and insurance. We are not responsible for lost packages. We are not responsible for the cost of returning or exchanging an item to us. Remember to keep a copy of the tracking number for your records. Returns should be sent in original packaging with receipt to:

ORANGE TREE TRADE

ATTN: RETURN & EXCHANGE

990 S Via Rodeo

Placentia CA 92870

We will offer you a refund based on your original method of payment. Credits to credit card applied immediately upon processing, but may not appear on your statement for one to two billing cycles.

5) Keep a copy of packing slip with RMA form until return is process.