



RETURN REQUEST FORM

Office Use Only	
RMA#:	
Date Issued:	
Item Rec'd	

Company Name : _____

Date Request: _____

Customer : _____

Phone # : _____

E-mail: _____

Address: _____

PID	Description	Qty	On Line# / PO#	Date of Purchase	Return Reasons

- Please e-mail the form to our Customer Care Department at customer care@zcover.com to obtain a Return Merchandise Authorization (RMA). This RMA number must be requested within 30 days of receiving the order.
- Upon receipt of the RMA number, you must return the item in the original box with all the packaging, accessories and a copy of the original invoice. The RMA number must appear on the outside of the package or the package will be refused.
- Return the package to the following address within 15 days after you receive RMA number via mail, UPS, Federal Express, or any other courier that allows for tracking of the package. zCover Inc. Customer Care, #100 - 13551 Verdun Place, Richmond BC, V6V 1W5. zCover takes no responsibility of lost or damage during transit.
- For all exchange or replacement items, zCover will use commercially reasonable efforts to ship out the products within ten (10) working days after receipt of the RMA return. Actual delivery times may vary depending on Customer location. For refund, we will issue a credit for the cost of the item and the sales tax, if applicable. Please allow 5 to 15 business days for the process. Shipping charge is non-refundable in any situation.
- All returns are subject zCover Inc's approval. We reserves the option to refund, credit or replace items that were damaged due to accident, misuse, abuse, product modification or neglect or damage resulting from the performance of repairs unauthorized by zCover. zCover reserves the right to refuse returns.