



RETURN POLICY

- The customer may be allowed to return product within 2 years of original purchase date, depending upon Lotus' stock levels of said product at the time of return. In some cases, large returns resulting in significant overstock (greater than 8 month supply) may be denied approval to return for credit.
- All products are subject to a 25% restocking fee. This will be deducted from your credit. There will be no credit on the original shipping and handling.
- Product must be in original packaging, including instruction manuals and all accessories. Product must be unused, unopened and in original condition. Blind/Packaging labeling cannot list any other name(s) except Lotus & Windoware.
- Product should not be discontinued, must be current stock item. We will only accept product in full carton quantities, no loose pieces. Please consult customer service if exception is needed to accept loose pieces.
- Shipping costs are the responsibility of the customer. Please note, if approval is granted by customer to allow Lotus to make pickup arrangements, all shipping charges will be deducted from the credit (if applicable).
- Upon receipt of product, Lotus shipping personnel will review and inspect to ensure no visible damages, defects, or alterations (cut). If found, customer will be notified and must decide if said product needs to be shipped back to customer (at their expense) or discarded. Written authorization must be provided to discard.
- Credit can be refunded/applied in several forms. If original purchase was made by credit card or check, refund can be issued in same manner. Credit can be applied to open invoices. Please consult Lotus accounting personnel after credit has been approved and applied for specific refund method.
- Lotus reserves the right to assess the condition and age of returned product prior to authorizing a credit. This may result in a credit being denied.

Cartons should not be torn, damaged, free of markings, etc. If shipping LTL, material must be palletized and shrinkwrapped. Pallet used should be as long as the widest carton to prevent damages.



Unacceptable



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