

Aries Manufacturing Warranty and Return Policy/Instructions

Effective 11/17/2010

Step 1: Read and understand the terms below for stock balancing and warranty replacement

Step 2: Fill out one or both of the following enclosed forms that apply:

- Form 1 - if returning brand new items for credit (Stock Balance) see below
- Form 2 - if returning defective items for replacement (Warranty Replacement) see below

Step 3: Fax Form to 847-247-2672

Step 4: Check your email or fax for approved form copy with RMA number at bottom of form

Step 5: Send only the approved items with a circled "Y" along with copy of form inside the box.

IMPORTANT: The approved RMA # from lower left corner of form MUST appear on the outside of the box

Stock Balancing (New resalable products for credit)

Aries will provide credit within a rolling 75 day period provided the following conditions are met:

- 1.) Product must be returned within 75 days of purchase for stock balancing
- 2.) **Discontinued items may not be stock balanced**
- 3.) Return Authorization form 1 completed in its entirety
- 4.) Form faxed to Aries Return Department for approval (Please allow up to 4 days for approval and Authorization number)
- 5.) Package must be marked with Return Authorization Number Packages returned without authorization will be refused
- 6.) Stock balance returns will incur a 20% restocking fee
- 7.) Products must be resalable (original packaging, no store stickers, no price tags, no scratches or damage to packaging, seals intact if applicable)
- 8.) Non-Aries products will be discarded
- 9.) Boxes may not contain defective product. (Defective products will be discarded)
- 10.) Return Authorization Expires after 10 Days
- 11.) Product must be in new resalable condition
- 12.) Credits will be applied to future orders only

Warranty Replacement (Defective items under warranty for replacement)

Aries products have a lifetime warranty for manufacturer's defects. **This warranty expires if the item is discontinued.** Batteries' 1 year warranty **also expires if item is discontinued.** OEM and Brand Name product (Motorola, Blackberry, Body Glove, Blueant and Bluetrek) have a consumer warranty with the manufacturer only. **The consumer must contact the manufacturer directly for warranty services.** OEM and Brand Name contact information can be found at http://www.ariesmfg.com/EmailImg>Returns/return_vendors.html

- 1.) Return Authorization form 2 completed in its entirety
- 2.) Form faxed to Aries Return Department for approval (Please allow 4 days for approval and Authorization number)
- 3.) Package must be marked with Return Authorization Number - Packages returned without authorization will be refused
- 4.) Return Authorization Expires after 10 Days
- 5.) Product returns will be replaced only within warranty period
- 6.) Product returned that shows more than normal wear or abuse will be discarded and will not be replaced

