

evapolar

Return Policy

Before returning the devices to the Evapolar warehouse, please fill in this quick form letting us know the following info about each device:

1. Order number you receive the device under (**Order number** column)
2. Device's Product ID (**Product ID** column)
3. Reason why the device is being returned (**Return reason** column)

After filling the form in please send it to mail@evapolar.com with a copy to the Distributor's account manager and your Evapolar's account manager. We will then review the info, putting a note whether the stated return reason can be a defect or can it not in the **Evapolar: defect or not defect** column and send it back to you.

After that please send the devices to Evapolar warehouse, except for those ones with no stated defects in them (end customer return reason being “doesn’t cool enough” or “can’t set a temperature” or anything else that speaks dissatisfaction). Such devices will not be accepted.

The returned devices will be inspected and tested for the claimed defects at the Evapolar warehouse. Inspection result will be given in the **Evapolar: inspection result** column to proceed on the return accordingly.