



The Warranty and RMA Process

Customer satisfaction and end user satisfaction is a number one concern and priority with IDM worldwide.

Awning in a Box® , Door canopy in a Box® & Shade in a Box®

- **Fabric** - 1 Year Limited Warranty against manufacturer's defects in the fabric or sewing
- **Frame** – Hardware 1 Year Warranty

Fabric – 1 Year Limited Warranty against manufacturer's defects in the fabric or sewing

- Up to 3 months from the date of purchase full replacement of item includes shipping cover only
- Over 3 months and under 6 months from the date of purchase customer pays 50% of new item cover only
- Over 6 months and under 1 year from the date of purchase customer pays 75% of new item cover only

Frame - 1 Year Warranty

Privacy Screens

- Fabric – 1 Year limited
 - Up to 3 months from the date of purchase full replacement of item includes shipping
 - Over 3 months and under 6 months from the date of purchase customer pays 50%
 - Over 6 months and under 1 year from the date of purchase customer pays 75%
- Frame – 1 Year limited

Return(s) defective or non defective products

- Return Merchandise Authorization (RMA) –required on all returns
- Warranties are from date of purchase to original purchaser with proof of purchase required
- The reviewing process and consideration based on the following
 - Was the product maintained?
 - Awning or Door Canopy (clean and protected twice a year as recommended in the warranty)
 - Was the product abused?
 - weather (Mother Nature)
 - Misuse
 - Was the product installed properly?
 - Was the product used in accordance with the instructions?
 - Was the product returned in the original packaging?

Return process

- RMA request for defective product required information:
 - Date of purchase
 - Reason for return
 - Photos
 - Where was item purchased
 - Purchase order number
 - First and Last name of the end user

Determining RMA and warranty issues

- Defective Items **within warranty** needing a RMA to be issued
 - Stitching
 - Defects in product
 - Manufacture defects
- Defective items **out of warranty needing replacement**
 - Are at the cost of the customer or retail to the end user
- Items **missing/damaged parts**
 - IDM worldwide will need to be notified within ten (10) days from date of purchase
 - Shipping if notified within the ten (10) days will be at the cost of IDM worldwide
 - If product was missing any part
 - If product had a defective part
 - Parts will be shipped out to customer
- Items **ordered wrong/buyer remorse**
 - From the date of purchase the customer has 21 days for a return and criteria of the return will have to be met in order for item to be accepted.
 - RMA must be issued and returned with item
 - Item must be in its original packaging
 - All parts must be included with the return
 - 25% restocking fee will apply to all returned items



IDM worldwide in house policy and requirements on any and all returns coming back into the warehouse

- All paperwork accompanies the item
 - Notes will be taken as to full or partial product was returned
 - Determination if product can be return to inventory
 - 25% restocking fee will be charged if item can be returned to inventory (unless prior agreement has been arranged)
 - **If not returned in the original state NO CREDIT will be given**
 - If a return is received with no RMA or notification, we will contact you with the information and you will have 5 business days to respond. If there is no response then **NO CREDIT** will be given at any point.
 - If the merchandise is not received within 10 days after RMA is issued **NO CREDIT** will be given at any point. If merchandise is received after 10 days it will be at the expense and responsibility of customer to have it returned to them. If no action is taken IDM worldwide will destroy the product.
- ❖ **We do not pay for shipping to our warehouse** this would be the responsibility of the customer/end user to send back the item with the RMA. In the event we sent the wrong item and have the customer return it or an item might have a part missing or defective part after several inspections IDM worldwide will pay for shipping of the item back to our warehouse and the new one to be sent out to the customer.