



IMPORTANT: Please return this sheet with your returned merchandise

Return Procedure

Help Us Process Your Return Quickly & Efficiently!



TO AVOID DENIAL OR DELAY, PLEASE REVIEW THIS DOCUMENT CAREFULLY

Returns Can ONLY be processed if the following steps are STRICTLY followed. This checklist must be completed, signed AND included with your returned merchandise

COMPLETE THIS CHECKLIST BEFORE CALLING FOR RETURN AUTHORIZATION

NOTE: ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT!

All returned packages will be thoroughly inspected in accordance with our inspection criteria, and determination will be made if eligibility requirements are met for credit, replacement, exchange or repair. Please be sure to follow these guidelines to avoid any delay or denial of processing your return.

Returning a DEFECTIVE ITEM

Unless otherwise specified, we gladly accept DEFECTIVE EXCHANGES on products within 10 days of the original invoice date. Kb Port LLC shall have sole discretion as to the credit method. We may issue a credit, ship a replacement product, exchange or we may repair the item and return it to you.

Kb Port LLC Custom Products

Custom products are **not** returnable for any reason. Custom products include but are not limited to: backdrops, software, and electronic designs.

Manufacturer Restrictions

Some manufacturers have implemented returns restrictions that prevent Kb Port LLC from being able to accept returns or offer exchanges, replacements or credits on their products. Kb Port LLC cannot accept any returns nor offer replacement, exchanges or credit for ANY product missing the UPC code.

Non-Defective Returns

Returns of NON-DEFECTIVE items that are returnable by Kb Port LLC to product manufacturer may, at Kb Port's sole discretion, be accepted for return. ALL NON-DEFECTIVE RETURNS ARE SUBJECT TO A 25% RE-STOCKING FEE and such returns will be for credit or refund at Kb Port's sole discretion within 10 days of original invoice date.

✓ STEP 1: Check your return

All products being returned must be 100% complete and must be packaged in ORIGINAL PACKAGING. All packing materials, manuals, diskettes, CDs, digital media, blank warranty cards and other accessories and documentation **must** be included in the original packaging, as provided by the manufacturer. A return will not be processed, or a restocking fee may be charged in the event ANY item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and Kb Port's return policy will NOT BE HONORED in the event that a return shipment is received by us improperly packaged, altered or physically damaged. ALL ITEMS WILL BE INSPECTED AND TESTED UPON RECEIPT. Any discrepancies including, but not limited to, the following list will result in the package being returned to the customer and credit or replacement will NOT be issued.

The following criteria will be followed in rejecting returns and refusing credit:

- Products which are improperly packaged
- Products returned to Kb Port LLC in non-qualified shipping container
- Packages affixed with counterfeit label(s) or affixed with labels exhibiting tampering
- Products with any standard certification labels removed (UL listing, capacity, brand name)
- Products or packages with barcode label removed
- Products with SERIAL NUMBER which does not match SERIAL NUMBER on package or invoice
- DAMAGE: Cracked components or damage to any circuit boards
- DAMAGE: Any dents, scratches, defacement or abuse of base casting
- DAMAGE: Torn or punctured tape seals
- DAMAGE: Loose, damaged or removed screws/fasteners
- Product Categories: CPU's, notebooks and other items so labeled with a security seal will not be accepted for return

✓ STEP 2: Call for a Return Authorization (RA)

Number: 412-487-4663

Returns will not be accepted at our facility without a valid Return Authorization (RA) number. RA numbers will expire after 14 days. Any return we receive without an RA number will be documented and returned to you.

✓ STEP 3: Ship and Insure Your Return

Kb Port STRONGLY recommends that you FULLY insure the package you are returning. THIS IS FOR YOUR PROTECTION, in the event the package is lost or damaged in transit. We suggest that you use a "traceable carrier" that can provide you with "proof of delivery." Kb Port LLC shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our facility will be paid by you, the customer, and is non-refundable.

IMPORTANT NOTICE: If your return DOES NOT Qualify:

In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging and prepare a detailed summary of our determination to deny the return. The merchandise will then be returned to you. If the merchandise you send to us DOES NOT meet the return requirements, it will be shipped back to you and you will be charged for shipping.

Customer Invoice Number:

Return Authorization Number:

Reason for the Return: _____

Signature Required THIS SHEET MUST BE INCLUDED IN YOUR RETURNED PACKAGE. I have read, understand and accept the above condition of return

Customer Signature (Required)

Date

Clip and use this label to ship your return 

Please return the remainder of this sheet with your returned merchandise

Kb Port LLC Returns
c/o Kb Port LLC
Attn: Receiving
4467 Mount Royal Blvd
Allison Park, PA 15101
Return Authorization #: