



## THE WARRANTY

- Fabric – **Pro-rated** 3 Year Warranty against manufacturer's defects in the product or sewing
- Frame Hardware 3 Year Warranty
- Warranties apply for 3 years from date of purchase to original purchaser with **proof of purchase required**

### The processing of a defective or unwanted item(s) with a return merchandise authorization (RMA):

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

When we receive an RMA request for defective product the following will be needed from the original purchaser (company) in order to process the request

- Date of purchase
- Sales order number
- Purchase order number
- First and Last name of the end user

After receiving the above information the determination of how to process will be emailed you (to our customer) not the end user (your customer).

- Defective Items **within warranty** after receiving the above information and determination has been decided:
  - RMA will be issue to return items for:
    - Stitching (upon receiving item it will be determined if stitching will be a solution or just replacing item will better serve the customer)
    - Replacement (most of the time it will not be returned replacement will be sent)

### PLEASE NOTE ALL SHIPPING IS AT THE EXPENSE OF CUSTOMER

- Defective items **out of warranty** replacement covers can be ordered with a Purchase order and shipping will be charged according to the Purchase order.
- Items **missing/damaged parts** – parts will be shipped out to customer if they receive a product missing any part or a defective part at the cost of IDM worldwide (within 10 days of receiving product)
- Items **ordered wrong/buyer remorse** by the end user (within 21 days of purchase):
  - RMA will be issued
    - Once received at IDM worldwide
      - ✓ Photos are taken
      - ✓ Notes as to full or partial return to inventory will be determined
      - ✓ 25% restocking fee if full returned to inventory unless prior agreement has been signed
      - ✓ If not returned in the original state NO CREDIT will be given

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IDM worldwide has always had a policy not to send replacement covers for warranty items without examination of each situation based on photos, length of time, if the product was not maintained or it was abused by weather all aspects are taken into consideration. If we receive a cover back and determine we cannot stitch it or it is truly is a manufacture defect we will replace the product no questions asked.

**We do not pay for shipping to replace warranty items** this would be the responsibility of the customer/end user to send back the item with the RMA. We **do** take responsibility for shipping. In the event we send the wrong item and have the customer return it or an item might have a part missing/defective even though we do several inspections it is possible for this to happen we pay for shipping of the item back to us and the new one being sent out to the customer.