

Returns and Exchange Policy

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RETURNS AND EXCHANGE POLICY

If you are not satisfied with your Fellowes purchase, please call 1-800-955-0959 within 14 days of receipt to obtain a Return Material Authorization (RMA) number and instructions.

Return / Exchange

Products may be returned for a full refund of the product purchase price plus applicable taxes within 14 days of receipt. Orders may be subject to a 20% restocking fee and all shipping and handling charges are the responsibility of the customer.

Fellowes recommends that you use a carrier that offers tracking for all returns and that you insure your package and declare the full value of the shipment so that you are protected if shipment is lost or damaged in transit. If you choose not to use these services, you are responsible for any loss or damage to the product during shipping. To ensure proper credit, packages should be clearly marked with the RMA number prior to returning to Fellowes. Note: If you return product without an RMA number, your shipment will be refused and returned to you at your expense.

Defective Product

If you discover what you believe is a product defect for any Fellowes product, please contact Customer Support at 1-800-955-0959. If your product does have a defect, your product is covered under the terms of your product's warranty. Please refer to the warranty information and other supporting documentation that came with your product. If you discover your product is inoperable after first use, please call Customer Support at 1-800-955-0959 within 14 days of receipt. Customer Support will determine whether the product is defective and offer you the following options at our discretion depending on the type of product:

- " Replacement: Fellowes, at its expense, will ship another of the same or similar product.
- " Service: Fellowes will refer a servicing dealer in your area to repair and/or replace the product.

Note: If Fellowes determines that you have misrepresented a returned product's

condition and that the product is not defective, Fellowes may impose a 20% handling fee.

Damaged Product

If you receive a damaged product, you must notify Fellowes within 48 hours of delivery at 1-800-955-0959. Fellowes will investigate the claim and notify the freight company of the damage. Please retain all packaging in the event that Fellowes or the freight company needs to inspect it. These investigations may take several days but merchandise replacements will be processed as soon as possible.
