

PRODUCT RETURN FORM

NAME	
STREET ADDRESS	
CITY, STATE, ZIP	
EMAIL ADDRESS	

ORDER NUMBER	
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***RETURN PRODUCT(S) TO THIS ADDRESS:**

KOMODO Technologies
 32 Weatherstone Place
 Winnipeg, MB R2J 2S8
 Canada

- **Instructions:** Place product(s) to be exchanged in a padded envelope along with this **product return form** and ship to the address mentioned above, and NOT the company office mentioned in the letterhead. Product(s) must be shipped right to the location and not to a shipping hub where it needs to be picked up. Consult with your local post office; for US orders we recommend USPS, for CAD orders we recommend Canada Post.

What is your reason for returning the product?

- Technical issue with the device
- Issue with the material/fabric
- Problems with smartphone app and/or other software
- Other, please describe _____

Would you like for us to send a replacement or return for a refund?

- Replacement Refund

Please describe your issue(s) in further detail. Provide evidence, where possible.

- By signing below, I hereby acknowledge that I have read and agreed to the KOMODO Technologies Sales agreement and returns policy. Failure to comply and follow the KOMODO return policy can result in the forfeiture of full or partial refund

 SIGNATURE

 DATE

8. Returns for Refund.

If, for any reason, you want to return the Product you purchased from the Store for a refund, you must notify us no later than 14 days following the date of purchase (the "Cancellation Period"). To initiate a return, you must inform us of your decision within the Cancellation Period by filling out a **product return form**. Please include details on where and when you purchased the Product and your reason for returning the Product. If you purchased the Product from somewhere other than the Store, please contact that reseller to obtain a refund.

Reasons for Return:

1. **Issues with the AIO Device:** If the AIO Device is not working as intended and/or advertised, we can offer a replacement free of charge. However, if you decide not to opt for a replacement and would like to return the device, you will need to ship the device back and our engineering team will assess the product and determine if this was a production flaw. Production errors warrant full refunds of the device. If you are having issues with the device that are not manufacturing errors, please refer to our [FAQ page](#).
2. **Bluetooth Issues:** Please note that we have conducted tests with the following phone brands; iPhone (models 5 and up), Samsung Galaxy, Note and other Samsung models, Xiaomi, and Huawei. If you have a different phone, we **cannot** guarantee the Bluetooth quality standard of those phones. If you will be using any KOMODO product with a smartphone that has not been tested by our engineers, please purchase at your own risk. We cannot guarantee Bluetooth quality of untested smartphones and will not be responsible for Bluetooth issues on the part of the smartphone manufacturer.
3. **AIO Smart Sleeve Issues:** If there are any issues with the manufacturing of the AIO Smart Sleeve, we will replace or refund you the total upon inspection by our Garment Manufacturing Team. This includes rips and/or tears in the fabric, faulty clips and electrodes, incorrect placement of clips, sewing errors and print logo tears (only when received and not due to wear and tear).
4. **Wrong Size:** It is up to the customer to refer to the sizing guide and ask question before purchase to make sure the appropriate size is ordered. If you need another size, you will need to purchase another AIO Sleeve. We can refund your original sleeve (minus stocking fees) only if it has not been opened. Discounts can be offered on replacement sleeves in good faith, since we do know errors can occur sometimes.
5. **Other:** If you would like to return your AIO Smart Sleeve, AIO Device or both for any other reason, fill out the return form and we will review your request. We cannot promise a full or partial refund for your reasoning. This will depend on the circumstance and our team will review the matter and get back to you.

To receive a refund, you must return your Product (and any promotional merchandise supplied with the Product) within the 14 days following receiving of the product(s). Please fill out a [product return form](#), and include it in the return package along with all items you received from KOMODO. Unless the Product is faulty or not as described, you will be responsible for all costs associated with returning the Product to us (including uninstallation and the cost of shipping the Product back to Komodo). We are not responsible for return shipping packaging and/or printing costs associated with the product return form, shipping labels, and anything of the like. Please ship the products back to the address mentioned on the product return form. We do not pick up packages. All shipments must come to the door of the address.

Once we receive the product(s) back at the KOMODO warehouse, we will look at the product return form you filled out and our engineers will conduct a product assessment based on the reason you gave for return. Please allow 5-8 days for our team to conduct this assessment. **PLEASE NOTE: If deemed there is no technical issue with the device, an assessment fee will be applied to a (potential) refund.**

We will refund the price you paid for the Product, **LESS** the value of **shipping** to you, cost of the Smart Sleeve for **hygiene** reasons, a \$15 **restock fee** and payment **processing fees**. Restock fee will be higher on orders more than \$399. We may reduce the amount of your refund to reflect any reduction in the value of the product caused by your handling them in a way which goes beyond what is necessary to establish their nature, characteristics and functioning (e.g., beyond what would normally be permitted in a shop).

We will process the refund due to you as soon as possible and, in any case, within 14 days from the date of receipt by Komodo of the returned Product. **The Product is not eligible for a refund after the 14-day period.**

*** In reference to section (8) of the KOMODO Sales and Terms agreement**