



PRODUCT RETURN POLICY

All products sold as “R2-Ready for Reuse – Full Function” or “R2-Ready for Resale – Key Functions” come with a 30-day warranty and a no-hassle, no-questions-asked, 30 day return policy.

All products sold as “R2-Ready for Reuse - FF” or “R2-Ready for Resale - KF” are eligible for return within 30 days of the date of purchase. For purposes of this return policy, the “date of purchase” is the date of sale that can be found on the Quantum sales order or invoice. Customers must notify Quantum of their intention to return product within 30 days of the date of purchase by contacting Quantum by phone at 416-222-1773, or by email at info@quantumlifecycle.com. Customers must provide the make, model, and serial number of any items they wish to return, as well as the original sales order or invoice number. Customers must provide the reason for return when requesting an RMA. Return products can be received through our RMA application. Customers are responsible for arranging their own shipping and all costs incurred for returns back to Quantum for all returns with the exceptions of: returns of items damaged in transit from Quantum to customer; returns for defective products not caused by misuse or newly incurred physical damage; including but not limited to the following causes: items being dropped, water damage, or misuse of item; and returns of items that do not meet or match the description as stated by Quantum at time of sale. For returns due to the aforementioned reasons, Quantum will provide return shipment labels to the customer. Customers requiring return shipping labels must provide their shipping address (must be a physical address - no P.O. Boxes) at the time of their return request. This includes first and last name, street address, city, province/state, postal/zip code, phone number, and valid email address. The customer must also specify the original method of payment. Quantum will issue a refund in the same currency and payment method that the material was originally purchased with. All credit card transactions will be reversed on the same credit card that was used for the original purchase. Quantum may also provide the customer with a replacement product.

Returned product will undergo the test/audit process upon return, or may be directed to scrap “recycling” if deemed unrepairable upon receipt.

Corrective actions will be taken to ensure future shipments do not have similar defects. Corrective Actions will be managed through the Corrective Action Procedure.

Please fill out all fields below as part of your return request – Quantum will issue RMA based on this information:

Customer Name: _____ Return Item 1 Make: _____ Return Item 2 Make: _____
Customer Email: _____ Return Item 1 Model: _____ Return Item 2 Model: _____
Customer Phone: _____ Return Item 1 Serial #: _____ Return Item 2 Serial #: _____
Sales Order or Invoice #: _____ Return Item 1 Reason: _____ Return Item 2 Reason: _____

****If you wish to return more than 2 items, please provide Make/Model/Serial/Reason for return on separate sheet****