

## Product Return Authorisation (PRA) Form

### Purpose

- This form must be emailed together with a copy/photo of your purchase receipt to support@airofit.com. Details and instructions are available on the next page.

Contact Information and Order Details	
Customer's name:	Return address:
Email:	Zip Code:
Phone number:	City:
Order Number:	Country:

Product Information	
Product name:	<b>Airofit reference number:</b> (Airofit generated PRA number)
Quantity:	Detailed description of reason for return:
Reason for return:  <input type="checkbox"/> Defective product  <input type="checkbox"/> I don't want the product  <input type="checkbox"/> Other, please specify:	
Date:	
Copy of purchase receipt enclose: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Filled by Airofit representative		
Received: (Date and initials)	Handled: (Date and initials)	Complaint settled by:
Comments:		<input type="checkbox"/> Accepted <input type="checkbox"/> Refunded <input type="checkbox"/> New product <input type="checkbox"/> Partly accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Return <input type="checkbox"/> Discard

## Return Request Details

The return merchandise specification must be used if:

- A physical item is to be returned to Airofit
- A defect complaint is to be made without requiring actual shipping

Whenever preparing a return or a defect complaint, it is important that every single field within each section of this form is filled out correctly. This ensures the shortest possible return handling time.

### Explanation of return types:

#### Defective product

If the product/part is under the subject of severe malfunction shorter than the warranty period, the malfunctioning part is subject to a defect complaint. If the defect complaint is approved as a defect, Airofit will refund or replace the product/parts (including shipping). You must describe the defect as precisely as possible and make necessary attachments (photos/videos).

#### Unwanted product

Airofit complies with a 45-day money guarantee return policy. Therefore, if you do not want to keep the product and want to be refunded, make sure you send this form to Airofit within the deadline. Please, explain the reason why you do not want the Airofit product to make the return and process faster. If the return criteria are met, Airofit will refund you (the customer pays for shipping).

#### Other reasons

This field covers all other reasons for returns. Other reasons might be for instance delivering the wrong product or shipping to the wrong location, etc. It is important to inform us why you want to return the product in order that we can handle the return process quickly. The product return will be approved if the product is unused - sealed in original packaging and without damages.

**Remember to attach purchase receipt copy and photos/video to help us examine your return request quickly.**

After receiving your RMA request form, your case will be examined and we will get back to you as soon as possible with an email containing your RMA number and return instructions.

If you need any additional assistance, feel free to contact us at [support@airofit.com](mailto:support@airofit.com) and we will be back to you within one business day.

#### Airofit A/S

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