

US RETURNS POLICY

Promethean Inc (“Promethean”) products become the responsibility of the purchaser upon delivery to the specified shipping address/consignee.

At the time of delivery, the purchaser/consignee (customer) is responsible for examining the product(s) to ascertain the following:

1. Are there any visual damages to the product packaging?
2. Are these the correct products ordered?
3. Is the correct number of products being received?

Before the freight carrier leaves the premises, if there is a problem with the delivered order, the customer must note the problem in writing on the freight carrier’s delivery receipt and proceed with the following, as applicable.

A. AT THE TIME OF DELIVERY

Damages

The customer may immediately refuse delivery of that damaged product and must note on the delivery receipt the quantity and the product refused. (e.g. “one Activboard refused – damaged”)

If minor, the customer may elect to keep the product and must note in writing on the delivery receipt what product packaging is damaged and a brief description of the damage. (e.g. “one Activboard damaged - left corner crushed, front of packaging ripped”)

Shortages

If the incorrect number of products are delivered the customer must note on the delivery receipt the number of cartons received and what is missing. (e.g. “short 2 cartons, received 10 boards”)

If the incorrect product is delivered the customer must note on the delivery receipt what product is missing and the incorrect product should be refused. (e.g. “missing 5 Activboard, refused 5 stands - wrong product”)

B. AFTER DELIVERY

If patent or obvious damage to the products is detected or shortages of the product are detected after the customer accepts the delivered products but without a note on the delivery receipt (a “clean delivery receipt”), the customer must proceed as follows.

Damages

Customers have 7 (seven) business days after delivery to notify Promethean of damages unseen at the time of delivery.

Notification must be accompanied with pictures of the damaged packaging and of the damaged product. (Installation of boards nullifies claim of damage against carrier as well as Promethean)

Once the return is authorized (as set forth herein), Customer must arrange with Promethean to have the product picked up from the Customer’s location. If the product is delivered with a clean delivery receipt and then moved from the original delivery location to another location, the customer is liable for all damages which occur during that transit. Promethean will not authorize returns for products that are damaged while being removed from the delivery receipt address, nor any damage caused by installer (Installation of boards nullifies claim of damage against carrier as well as Promethean), or the misuse and/or mishandling of the products.

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Shortages

Customers have 7 (seven) business days after delivery to notify Promethean of shortages not discovered at the time of delivery.

If the incorrect number of products is delivered, the customer must notify Promethean as to the quantity of products which were actually received and the kind of and quantity of product which is missing.

If the wrong product is delivered, the customer must notify Promethean as to the kind of product and quantity of product actually received and the kind and quantity of product which was missing. Once the return is authorized (as set forth herein), Customer must arrange with Promethean to have the product picked up from the Customer's location.

C. Damages and Shortages found outside 7days

These claims are considered outside the scope of our return policy. Customer must contact the point of sale representative.

D. Ordering Errors

Subject to the additional costs and fees set forth below, Customers have 30 (thirty) days to return products that they ordered in error.

CUSTOMER RETURNS PROCESS

If damage to or shortages of product are identified at the time of delivery or within 7 days of delivery as set forth above, or if the Customer wants to return product ordered in error, the customer must contact a Returns Coordinator with the Promethean RMA Department (us.returns@prometheanworld.com).

A Returns Authorization Form must then be completed in full by Promethean and authorized by the Regional Head of Order Processing and the Regional Financial Controller at Promethean Inc.

Note: The appropriate Return Authorization form must be agreed with the customer if there are return charges incurred.

Once the return is approved, the customer has 30 days within which to arrange for and actually return the products to Promethean. If the product is not returned to Promethean within this period the return may be cancelled.

Contact information including name, telephone number, details of the full collection address, and restrictions in terms of collection times / holidays must be given to the Returns Coordinator.

Additional Conditions and Fees. *_____ This applies to orders that were ordered incorrectly by the customer i.e. order input error, incorrect quantity or incorrect product.*

- Customer will be charged a 5% Restocking Fee for *any* unopened product in original condition.
- Customer will be charged a 20% Inspection and Repacking Fee for any open box items or items not in original condition.
- Additional fees may be charged for any product returned in a non-saleable condition (e.g. damaged or has missing items (open box)).
- The customer is responsible for all transportation costs.

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- Returns with serial numbers must have the serial number on the product and the number must be legible.
- Unauthorized returns, incomplete returns, returns with unauthorized markings and/or stickers will not be accepted. Upon receipt of these items, the customer and/or reseller will be notified of the invalid return and will need to make arrangements for the product to be picked up from Promethean at their own expense. If the product is not picked up in 15 (fifteen) business days, Promethean will apply storage charges and will invoice the customer to have the product returned.

DISCRETIONARY RETURNS

Promethean's terms and conditions of sale do not allow for returns other than as set forth in this policy. While Promethean may allow returns on an ad-hoc basis for commercial reasons, such returns are solely at Promethean's discretion and a return may be refused at any time for any reason.

Faulty Products/Missing Parts/ and Warranty Claims

Any time after a clean delivery receipt, if Customer finds the Product to have a concealed or latent defect or finds the Product to be missing components or parts, Customer must contact technical support. Please visit www.prometheankb.com; select contact support; and fill out the form.

Customer request
for RMA

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