

### RETURN PROCEDURE

With reference to the return of materials requested, kindly read with attention the following document in which we inform of the return conditions applied, and fill up the information requested in the attached document for the approval of the return.

1. All merchandise malfunctions within the warranty period will be repaired (if possible) and return to the client with transportation cost on behalf of Luz Negra (prior authorization from Luz Negra) or refunded in case it cannot be repaired. Luz Negra will not accept any charge that exceeds the cost of the product as priced in the invoice, or take responsibility in any case of any cost derived from such malfunction.
2. If the return is because of product defect, Luz Negra will collect the merchandise with its own agency paid by Luz Negra (prior authorization from Luz Negra). If the client sends the material with his own agency Luz negra will not accept the charge. If the material is determined as failed caused by misuse of the product, or the malfunction of the product is nonexistent, the cost of transportation as well as 10€ processing fees will be charge to the client. In case that the material functions correctly or no refund is required, the client has 15 days to pick up the material at his expense, otherwise destroyed with no claiming possibility.
3. Luz Negra does not do substitutions, the client will return to order the material refunded if the client wishes to.
4. Any material in perfect state returned for its refund because the client does not what it, will be charged a 20% demerit with a minimum charge of 10€. The return must be delivered with prepaid shipment, within the following 30 days from the purchase of the product and must be in perfect conditions and in its original packaging. The return of manipulated, custom maid or special imports will not be accepted.
5. Once the refund of the material is accepted, Luz negra will discount the amount from pending charges, or will send a check in cases of no pending charges.
6. Once the return is authorized, we will send you a document to attach to the packaging of the material, this has to be CLEARLY VISABLE, otherwise the merchandise will not be received in our warehouses.
7. **Sending the material to Luz Negra implies the full acceptance of all written here.**

**Please fill out the attached document and send it back both signed and stamped.**

SIGNATURE/COMPANY STAMP

