

1) 15 Day Money Back Guarantee

We are confident that you will be completely satisfied with any product you purchase from us. However, from time to time, items may not meet your satisfaction and it is for that reason that we allow you to return any item to us within 15 days of purchase.

In order to receive credit for an item, it must be returned in **its original condition and in its original package**.

We will issue a full refund of the price of any item that meets the above conditions. Products returned damaged, with missing or damaged packaging and/or missing parts, will be charged at a restocking fee that will vary from 15% up to the full purchase price.

If your order was subject to "free shipment", we will deduct the shipping costs from your credit amount.

Delivery, installation and other fees for services performed are nonrefundable after the service has been completed.

Return freight charges are the responsibility of the customer. Freight collect shipments will not be accepted. For your protection, we recommend using a traceable shipping method (e.g. UPS courier, DHL, Fedex, ...) or insured Parcel Post.

2) Returning Defective Items

If you have received an item and it fails to operate, then you can return the item to us by post for an exchange. We advise you to contact us first for technical assistance.

Note for customers situated **outside** the EU: **always** contact us first for return instructions! It may be necessary to add special documents for customs.

We can only refund shipping costs if the return is a result of our error. You will be credited all reasonable freight charges (relevant to that item) if the product arrived damaged or defective, or the wrong item was shipped. Please include the postal receipt in your return package. In order to receive a refund for the return freight charges, we must be notified before you return the item and this within 7 days after receipt of the order.

If an item you purchased from us fails within the manufacturer's warranty period you can return it to us by post and we will replace (or repair) it for free. Return freight charges are the responsibility of the customer, we will pay for shipping back to you to countries in Europe. Shipping charges will be applied on all replacements to countries outside Europe.

3) A. Reason for Return

- Customer choice
- Incorrect item received
- Arrived Damaged
- Defective (go to point B)
- Other :

B. Description of the problem:

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4) Problems, Questions, Suggestions!

If you have any questions, remarks regarding this order, please e-mail us at: orders@intellihome.be

For technical assistance and troubleshooting questions, e-mail us at: service@intellihome.be

5) Packaging your return

Please fill out the return information, include this return form + copy of your invoice with your return and wrap the package safely. When sending back products "customer choice", carefully follow instructions under point 1) "15 day Money Back Guarantee". Include all original packing materials, manuals and accessories with the product to avoid any additional fees.

Return address **until 30/11/2009** :

**IntelliHome/Quix
Returns Department
Gen. De Wittelaan 9/6A
2800 Mechelen
Belgium**

New return address **as from 1/12/2009** :

**IntelliHome/Quix
Returns Department
Wingepark 23A
3110 Rotselaar
Belgium**

*Thanks for shopping
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www.intellihome.be