



RETURNS POLICY

Upffront.com is committed to giving you the best service and processing your returns and refunds as soon as possible.

Returns Procedure

If you are not entirely satisfied with your purchase and are looking to return or exchange your order, we're here to help!

Products can be returned within 14 days of receiving your order. A new product may be exchanged for another product or returned for a refund. After the 14-day period, you will no longer be eligible for a refund.

Your product is eligible for a return or refund, if:

- The product was received in the last 14 days
- The product is in its original packaging
- The product isn't used or damaged
- You obtained a Return Merchandise Number (RMN) from us using the 'Return Product' form in your online account portal

Products that do not meet these criteria will not be considered for return.

1. To obtain a Return Merchandise Number (RMN), please follow the process outlined:

- 1.1. Find the 'Sales Order', in your account Portal, for the order you are returning and click the Return button as highlighted in the image below

upffront[®].com performance hardware & rigging

Products Owners Support Partners Blog

Sales Orders / Sales Order S0045

374.17 €

Done, Your online payment has been successfully processed. Thank you for your order.

DOWNLOAD PRINT

S0045
Details
Communication

Your Contact
orders
Send message

Sales Order S0045 RETURN

Date: 12/06/2019

Invoicing and Shipping Address
Aleena Selestine

24106 Kiel
Germany

Delivery Orders
WH/OUT/00020 12/10/2019 Shipped

Details

PRODUCTS	QUANTITY	UNIT PRICE	TAXES	AMOUNT
[FT-PBS120NB] Textile Fender S120 - Spherical, Navy Blue	1.000	374.17 €	15.00%	374.17 €
Free delivery charges	1.000	0.00 €	15.00%	0.00 €
Subtotal				374.17 €
Tax 15%				0.00 €
Total				374.17 €

1.2. This will open a 'Return Product' form that you must complete as displayed below

1.2.1. Ensure you take great care when filling in the 'Return Product' form. You

MUST include the following details:

- **The product that is being returned**
- **The quantity that is being returned**
- **A detailed reasoning for the return**
- **State clearly your preferred outcome i.e. if you require a direct exchange, order change, credit to your account or refund**

Return Product

Customer
Aleena Selestine

Sale Order
S0045

Product to Return
Textile Fender S120 - Spherical, Navy E

Return Quantity
1

Return Reason

Hello,
I ordered the Spherical Fender but I actually require the Cylindrical Textile Fender C124 - Navy Blue. Can I please get a direct exchange on this product? The difference can be credited to the account I paid with.
Aleena

SUBMIT or **CANCEL**

1.3. Once complete, click the 'Submit' button on the bottom of the form

1.3.1. Each different product being returned must be through separate forms, if you are returning more than three different products, please contact us

1.4. Once submitted, the system will automatically create a Return Merchandise Number (RMN) for you in the form RMAXXXXX



Your return order (RMA00003) request created successfully.
We will get back to you soon.

Thank You,
Upffront.com

GO BACK

1.4.1. You can view what stage your Return Orders is at in 'My Dashboard' under 'My Account'



My Dashboard

My Opportunities (0)	Quotations (2)	Sales Orders (4)
Invoices (2)	Your Returns (2)	

1.4.2. A Return Order will process through four stages once you have submitted your request;

- **Draft**- Your return request has been submitted
- **Confirmed**- Your return request is being reviewed by Upffront.com
- **Approved**- Your return request has been approved and your preferred outcome is being arranged
- **Return**- The product can now be arranged for return shipping to Upffront

1.5. Upffront will review your Return request and, if approved, will send you a Return Order report. You **MUST** include this document in your return shipment.



Return Orders

NUMBER	CREATED DATE	SALE ORDER	STAGE
RMA00003	12/10/2019	S0045	Return
RMA00002	12/06/2019	S0041	Return



Upffront.com
Freesenberg 16
24161
Altenholz
Germany

Return Order # RMA00003

Customer: Aleena Selestine
Create Date: 12/10/2019
Order Customer: Aleena Selestine
Sale Order: SO045

Return Product: Textile Fender S120 - Spherical, Navy Blue
Return Quantity: 1.0
Salesperson: -
Sales Team: -

Company:
Upffront.com

Reason :

Hello,

I ordered the Spherical Fender but I actually require the Cylindrical textile Fender C124- Navy Blue. Can I please get a direct exchange on this product? The difference can be credited to the account I paid with.

Aleena

1.6. You can now arrange for shipping the product/s back to Upffront. You must send the product back with its original packing and the RMN report to:

Upffront GmbH

Freesenberg 16

Altenholz

24161

Germany

Shipping costs

You must organise shipping yourself and any shipping costs incurred in connection with the return of a product is non-refundable. You are also responsible for the risk of loss or damage to the product during shipping back to Upffront.com

Refunds

Once we have received your item, we will evaluate if the product is in the same condition as when it was delivered to you. We will let you know the status of your refund as soon as we have finished inspecting your item.

If we approve a refund, we will credit your account using the original payment method, unless stated otherwise. Depending on your card issuer's policies, you will receive the refund in 7-10 business days.

Damaged Items

If you received a damaged product, please notify us immediately for assistance. We Pack each order with care to ensure it won't be damaged however sometimes damage may be caused during shipment. Damaged items may be refunded/replaced depending on the circumstance.

If you have any further questions, please contacts us:

- By email: support@upffront.com
- Contact us via our website portal