

RETURN/EXCHANGE INSTRUCTIONS

Thank you for shopping with Laptop Battery One. **We have a 100% satisfaction guarantee.** Here at Laptop Battery One we offer a 60-day, no hassle, money back guarantee. (International customers: NO EXCHANGE ONLY REFUND within 14 days after receiving items.) We take pride in the quality of the products we sell and offering the best possible Customer Service is our top priority. If you are not 100 % satisfied with your purchase, please follow the guidelines detailed below and we will be happy to help you exchange or return/refund your purchase.

Please follow these easy steps to return/exchange your purchase:

- Completely fill out the form below.
- Affix USPS shipping label. Be sure your Name, Address and Zip code are included on the return.
- Drop your package in the US mail. (We recommend USPS Flat Rate Priority which includes a tracking number). Laptop Battery One is not responsible for returned product without tracking information.
- Please allow 5 to 10 business days for return transit time, plus an additional 10 business days upon receipt for the return to be completed and refund to be issued to your account or an exchange to be shipped to your address.
- For defective battery returns, please request a return shipping label via email @ support@laptopbatteryone.com.

In addition, all laptop battery returns must include:

- Laptop Battery One sticker on product with serial number and all original boxes and packing materials provided by manufacturer.
- Contain the original UPC codes if available.
- All manuals, accessories and manufacturer documentation.

Please fill out all pertinent information below:

Name: _____ **Date of Order:** _____

Order #: _____ **Item Ordered:** _____

Please “✓” the one that applies to you:

Return:

Reason:

____ Replacement

____ Damaged/Defective

____ Wrong Item Sent

____ Refund

____ Not Compatible

____ Not as Listed or Pictured

____ Not Satisfied

____ Don't Want or Need

____ Wrong Item Ordered/Changed Mind

____ Other

At Laptop Battery One we strive to satisfy our customer's needs with only the highest quality products. Please take a moment to answer the following questions to help us in our ongoing effort to provide only the best merchandise. Thank you for your help!

Nature of the problem: _____

Make and model of device used with this product: _____

Operating System of Device: _____

To expedite refunds/exchanges, please confirm via email @ support@laptopbatteryone.com with all pertinent tracking numbers and information. Once we can confirm the item is on its way back, we will immediately process your request for refund or exchange.

For all laptop battery returns:

Please pack in the original box provided. If you want to ship the battery back on your own, please firmly secure each battery, maximum 3 batteries per package. The outside of the package must be marked on the address side “package contains Lithium-ion Batteries (no lithium metal).” Please attach the caution sign outside the package that contains lithium battery ONLY.

If you have questions or need assistance with your return, please email us @ support@laptopbatteryone.com.