

## Logically Return Policy Q&A

### 1. What qualifies as a defective or damaged item upon delivery?

Typically refers to a product that arrives in a condition that is not as expected due to physical damage or manufacturing flaws. Here are the common criteria that qualify an item as defective or damaged:

#### a. Physical Damage

- Broken parts (e.g., cracked screens, shattered glass, snapped components)
- Dents, scratches, or scuffs that were not disclosed or expected
- Water damage or signs of exposure to moisture
- Packaging damage that has affected the item inside

#### b. Manufacturing Defects

- Non-functional components (e.g., electronics that won't power on)
- Missing parts or accessories that are supposed to be included
- Incorrect item (wrong model, size, or color)
- Poor workmanship (e.g., misaligned seams, faulty stitching)

#### c. Operational Issues

- Item doesn't work as the manufacturer intended or fails to meet advertised specifications
- Software malfunctions in tech products
- Unusual noises, overheating, or other signs of malfunction

2. **How can I request a return for an item that is defective or damaged?**

Reach out to your Account Manager to submit a return request.

3. **What are the specific "pre-approved situations" where a return might be permitted?**

Request was incorrectly scoped and quoted by Logically.

4. **How do I obtain authorization for a return in a pre-approved situation?**

Reach out to your Account Manager to submit a return request giving a detailed explanation of the situation. Please include serial number of device/s if applicable. This is subject to Logically approval.

5. **What documentation is required to qualify for a return?**

Specifics around the reason for the return. Photos of any damage or supporting evidence of order issue.

6. **How is the 20% restocking fee calculated and what does it cover?**

*A 20% restocking fee is typically calculated as 20% of the original purchase price of the item being returned. Restocking Fee=Original Price×0.20*

7. **What happens if I report a defective item after the 14-day period?**

This will be subject to Logically approval.

8. **Can I return an item if I simply change my mind or no longer need it?**

No, all sales are final. We ask that you review your quote for accuracy.

9. **How will the new return policy language appear on my quote?**

The new return policy will be noted under the Terms and Conditions section of your quote.

10. **Who can I contact if I have further questions or need clarification about the return policy?**

Please contact your Account Manager.

**11. How is the return process handled?**

This process is handled internally. If approved, and Logically is at fault a shipping label will be provided. If an exception is granted the shipping label will be the client's responsibility. Once the item is received back to Logically a credit memo will be issued.

**12. When does the 14-day return window begin?**

The window begins the day the equipment is received by the customer.