

Hassle Free Returns Process & Guidelines

At LocknCharge our goal is to make life as easy as possible for our customers, and we strive to make our returns and exchange process just that. If your customers receive a damaged product or need to return something for another reason, please follow these guidelines to ensure we're able to respond and resolve the issue as soon as possible.

What issue is your customer experiencing?

Shipping Damage - visible upon arrival & inspection

You should encourage your customers to inspect their orders upon arrival. If physical damage is visible the shipment should be refused and shipped back to your distribution partner. If the customer was unable to refuse the shipment, but physical damage was noted upon receipt (on the Proof of Delivery - POD) please **contact your distribution partner to exchange the products.**

Shipping Damage - concealed

If your customer didn't notice shipping damage when their order arrived, but upon opening their order a product or products were damaged please **contact us directly to exchange the products.**

To initiate the return please send an email to returns@lockncharge.com with the customer account name, contact name and phone number. We will then follow up with them for additional information.

Order Errors - exchanges & returns

If your customer received or accidentally ordered the wrong product, ordered too many of a product or has a similar problem with their order please **contact your distribution partner to resolve the issue.**

Warranty Claims

Our products are built to last and backed by one of the strongest warranties on the market. If your customers' products malfunction or are damaged despite being properly installed and operated **please contact us directly to exchange the products.**

Please have them submit a ticket at www.lockncharge.com/support-ticket and we will be in contact with them shortly.

Other?

Please reach out to us at 888-943-6803 or returns@lockncharge.com and we'll be happy to help.

Our Distribution Partners



www.dstewart.com
800-279-2795
custserv@dstewart.com



www.synnexcorp.com
800-756-1888
cshelp@synnex.com

www.lockncharge.com

Phone: 888-943-6803

