

PURCHASES MADE AT PERIMETER MALL – RETURN AT PERIMETER MALL

If you purchased a an item from the kiosk at the Perimeter Mall, you can return it to the mall and an assistant will help you through the return process. Please be sure to bring a copy of your receipt with the Washlet® when you return it.

Return guidelines and requirements: Items must be returned new and in unused condition. If unopened, unused, and uninstalled you will be charged a \$10.00 restocking fee. If your product is open but not installed, altered, or connected to water you will be charged a 20% restocking fee.

All returns must include original packaging, parts, accessories, manuals, and warranty cards to be accepted.

PURCHASES MADE ONLINE AT WLKIOSK.COM – RETURN ONLINE

If you purchased from the website (WLKIOSK.COM) and are dissatisfied with your purchase, you can return the purchased item to us provided that you first obtain a Return Merchandise Authorization (RMA) and that your return meets all of the requirements below.

Return Process: All returns must include a wlkiosk.com Return Material Authorization (RMA) number. If the return meets all of the return guidelines, you may obtain an RMA number by contacting wlkiosk.com Customer Service Department at 888-240-2308 or by email at support@wlkiosk.com. To expedite a return, please have your order number and shipping information on hand when requesting an RMA number. We recommend taking photos of all materials before they are transported back to us. This will serve as proof that all materials are in sellable condition prior to shipping them back.

Return guidelines and requirements: Items must be returned new and in unused condition. If unopened, unused, and uninstalled you will be charged a \$10.00 restocking fee. If your product is open but not installed, altered, or connected to water you will be charged a 20% restocking fee. Due to the sanitary nature of our Washlet® products, we cannot accept returns if the product has been installed or connected to water.

All returns must include original packaging, parts, accessories, manuals, and warranty cards to be accepted.

Please include this RMA form with your items and return within 30 days of purchase.

Return product to the following address:

WLKIOSK.COM
Attn: Reverse Logistics
2159 Curve Crest Blvd W
Stillwater, MN 55082

If you have any questions, please call 888-240-2308 or email us at support@wlkiosk.com

Return Authorization Number: _____ Date Issued: _____

Product SKU: _____ Product Model: _____

Condition: (circle one) Unopened Open/Unused Other