



RETURNS, REPLACEMENTS AND REFUNDS

- Products purchased directly from Tap may be returned under two different circumstances:
 - Warranty - Within 1 year of the date of original shipment for a defect *; or
 - Within 30 days of the date of original shipment for any reason. **

* The TAP product warranty does not apply to Tap Products that are purchased or fulfilled from an unauthorized seller.

** 30 day return policy applies only to Tap Products that are purchased or fulfilled directly from Tap.

The following information governs returns of products purchased or fulfilled directly from Tap:

Warranty Returns

If you discover what you believe is a product defect for any Tap product, please contact Tap Support at warranty@tapwithus.com. Our customer support personnel are available during support hours to assist you in diagnosing and fixing any problems you may encounter in the use of your Tap product. In the event we cannot help you fix the problem, you may be entitled to a replacement product under the terms of Taps' limited warranty. Replacement products may include refurbished Tap products that have been recertified to conform with product specifications.

Warranty Coverage and Exclusions

The Tap limited warranty covers defects in materials and workmanship in every Tap product you purchase during the applicable warranty period, subject to certain exceptions. Taps' warranty period is one year from the date we ship the applicable Tap product to you, as determined by the date on the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product. Tap may change the availability of limited warranties, at our discretion. For more detailed information related to the limited warranty, please visit our website. Please note that we do not provide warranty coverage for:

- Returned items that failed due to an accident, purchaser's abuse, neglect or failure to operate in accordance with instructions provided in the owner's manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any product failure caused by operating product under conditions not in accordance with operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Any consumable or standard wear and tear.



- Usage that is not in accordance with Taps' product instructions

Instructions for Warranty Returns

To return a product, please follow these steps:

1. Request an RMA

If in the diagnosis of reported performance issues with your Tap product(s) our customer support personnel at warranty@tapwithus.com determine that your product(s) qualifies for a Warranty Return, a Return Merchandise Authorization (RMA) request will be initiated and a unique RMA number will be sent to you via email. Every limited warranty return must have an associated (RMA) number.

2. Use the Original Tap Boxes

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense or charge you a restocking fee of 15% of the original price of the product(s) or the retail value of the missing parts and accessories, whichever is higher.

3. Use a Tap Prepaid Returns Electronic Shipping Label

To ensure successful delivery, ship returned products using the prepaid returns shipping label emailed to you by Tap. Tap will not be responsible for returned products sent using an alternate carrier or shipping label. It is the sender's responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier as proof that the possession of the returned product shipment was transferred to the carrier. You have 14 days from the date of RMA request to return your original product.

The address for Tap Warranty Returns is:

Attn: RMA # (please include your RMA # here)

Flying Cargo Logistics Inc.

2050B S. Mount Prospect Rd.

Des Plaines IL, 60018

USA

T:+ 847-8039102

4. Email Your Return Shipment Tracking Number to warranty@tapwithus.com

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.



5. Receive your Replacement

If your product(s) qualifies for advanced replacement, your replacement product(s) will ship within 24-72hrs hours of RMA request, excluding weekends and holidays and, the shipment of your returned product is not required until your replacement product(s) has been received.

If your product(s) does not qualify for Advanced Replacement, your product(s) will ship upon receipt and inspection of your original product(s) and, we may require a valid credit card number to ship your replacement product(s). As part of our returns process, you will receive an email notifying you that your replacement order has been placed and another email notifying you that your product has shipped.

You will not be charged for the replacement product as long as (i) you return the original product to us within 14 days after issuance of the RMA or 14 days after the shipment date of your replacement order, if your product(s) qualifies for Advanced Replacement, and (ii) the problem you reported with the product(s) proves to be covered by the terms of the limited warranty.

If we do not receive the original product(s) within 14 days, or if we determine that the problem with your product(s) is not covered by the limited warranty, we will charge the then-current standard price for the applicable product(s) to your credit card or the original form of payment used at the time you placed your original order.

Problems Outside of Warranty Coverage

If we determine that the problem is not covered under the limited warranty, we will notify you and inform you of service or replacement alternatives that are available to you on a fee basis.

30 Day Return Right

If you are not completely satisfied with your Tap product for any reason at any time during the 30 day period following the original shipment date, please follow the steps below for a refund of your purchase price.

The 30 day return policy applies only to Tap Products that are purchased directly from Tap.

Please note that only products in the original packaging with all materials and in new or as-new condition are eligible for the 30 Day refund.



Instructions for 30 Day Returns

1. Request a RMA

Every 30 Day return must have an associated Return Merchandise Authorization (RMA) number. A RMA may be obtained from Tap sending an RMA request to customer support at warranty@tapwithus.com. If our customer support personnel determine that your product(s) qualifies for a 30 Day Return, a Return Merchandise Authorization (RMA) request will be initiated and a unique RMA number will be sent to you via email. Tap must receive the returned item within fourteen (14) days after a RMA number has been issued. An assigned RMA number is valid for 14 days only and will expire on the 15th day after the date of issuance, at which time any returned products will be refused.

2. Use the Original Tap Boxes

All products must be returned in the original packaging with all contents included. Please ensure that any previous shipping labels or other markings have been removed or covered completely. Please note that failure to return all items included with your product, or returning the product without the manufacturer packaging may result in the product(s) being shipped back to you at your own expense or charge you a restocking fee of 15% of the original price of the product(s) or the retail value of the missing parts and accessories, whichever is higher.

3. Ship the Product Back to Us

Once you have received your RMA number, please write it clearly on the outside of the package to be returned. Please ensure that previous shipping labels or other markings have been removed or covered completely. It is the customer's responsibility to arrange shipment pickup, prepay shipping (and any duty) charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We advise that you ship the product back to us via DHL-express, UPS or FedEx to ensure proper delivery. It is the customer's responsibility to retain a sender's copy of the shipment invoice and the shipment tracking number in the event of a lost shipment until the return product has been received. Tap reserves the right to refuse any product returned under the 30-Day return right that does not meet these criteria.

4. Email Your Return Shipment Tracking Number to warranty@tapwithus.com

Please include "Shipment Notification: RMA# (please include your RMA# here)" in the email subject line and the returns shipment tracking number and the time of pick-up in the email body.



The address for Tap Warranty Returns is:

Attn: RMA # (please include your RMA # here)

Flying Cargo Logistics Inc.

2050B S. Mount Prospect Rd.

Des Plaines IL, 60018

USA

T:+ 847-8039102

5. Receive Your Refund

Once the return is received and verified to meet all of the above conditions, please allow 10-15 business days from the date of receipt for the credit to appear on your account. Credit will be issued to the payment method or credit card used for your original purchase only. Tap will not refund original or return shipping costs or duties.