

Snap One Partner Store Return Policy

Updated February 2023

Return Merchandise Authorizations (US Domestic/Non-local policy)

Sales Return Merchandise Authorizations (SRMA)

Authorized customers (Partners) may submit requests for Sales Return Merchandise Authorizations (SRMA) for non-discontinued 1P, inventoried 3P, or inventoried built-to-order products, submitted within 90 calendar days of the initial invoice date. Custom/Customized items are not eligible for an SRMA.

Partners have 30 calendar days to return the product after an SRMA case number is issued. Items must be unused and in original packaging. Partners may initiate an SRMA by reaching out to Partner Support.

Unauthorized returns will be shipped back to the Partner after an initial examination by the receiving Snap One team. If the receiving team is unable to find an SRMA for the product(s) in question the team will ship the product(s) back to the Partner with an accompanying document detailing the reason(s) for rejection.

Grounds for product(s) rejection include but are not limited to: product(s) are used or damaged; product(s) do not have a preexisting SRMA case number; or the 30 calendar day window for return has expired.

SRMA returns must be returned to the designated warehouse for specific product brands (e.g., the Triad warehouse or the closest Snap One warehouse if no warehouse is designated for the specific product(s)). Snap One is not responsible for returns that do not physically arrive at a designated warehouse. Partners are encouraged to retain proof of shipment to ensure proper credit is attributed to Partner's account.

Defective Return Merchandise Authorization (DRMA)

Authorized customers (Partners) may submit requests for a Defective Return Merchandise Authorizations (DRMA) within the specific product's warranty period.

If a DRMA case number is issued and Snap One does not want the product physically returned, a replacement will be provided at no cost to the Partner. Photographic evidence of field destroy is not required.

Advanced Replacement

In certain situations, Snap One may ship advanced product replacements. If a DRMA is issued and Snap One requires that the product(s) be physically returned, the Partner will be invoiced for and provided an advance replacement product and given 90 calendar days to return the defective product(s). All Advanced replacements will ship standard ground via FedEx, with an accompanying return shipping label and return instructions. The invoice for the advanced replacement will be removed off the Partner account upon receipt of the defective product. If the defective product is not returned within 90 calendar days, the Partner will be responsible for remitting payment for the advanced replacement invoice.

Built-to-order and custom or customized products eligible for DRMA will receive credit on Partner accounts and are ineligible for advanced replacement. In certain limited circumstances, DRMAs may be rectified via a credit issuance or refund.

Unauthorized returns will be shipped back to the Partner after an initial examination by the receiving Snap One team. If the receiving team is unable to find an DRMA for the product(s) in question the team will ship the product(s) back to the Partner with an accompanying document detailing the reason(s) for rejection.

Grounds for product(s) rejection include, but are not limited to: product(s) do not have a preexisting DRMA case number; the 90 calendar day window for return has expired; or product(s) does not match the product(s) in the DRMA case number.

Exception to DRMA Policy: SunBrite-branded TVs that are physically damaged upon delivery are not subject to this DRMA policy and must be inspected immediately upon delivery. Physical damage upon delivery must be noted on the accompanying FedEx delivery receipt. Damaged TVs must be returned within 48 hours of delivery (excluding weekends and holidays). Any damage must be photographed and retained for the return process. Failure to adhere to this process will forfeit Snap One's standard return policy.

Additional Details

Return Merchandise Process

- All factory sealed products (excluding clearance and discontinued products) with packaging like new can be returned within 60 days of invoice date.
 - If the RMA number is written on the box instead of the shipping label to product will be refused and RMA considered invalid.
 - Factory sealed items where the packaging is damaged may be returned at Snap One's discretion but may be subject to a restocking fee.
- Defective merchandise is eligible for return within 30 days of invoice date.
 - Some manufacturers require additional steps for Snap One to issue a return authorization. Those exceptions are listed below and are required to be followed prior to RMA issuance.
 - Some manufacturers have a service only policy which is also outlined below in the exceptions portion of the document
- Special order items are not eligible for returns and all sales are final.
- All product returns must have prior notification from Snap One. A Return Authorization number will be issued by Snap One and must be included with the returned product(s). The Return Authorization number must be visible on the outside of the box (handwritten or typed label).
- All products must be returned in their original packaging and include all accessories and manuals to receive credit.
- In expedited situations and at Snap One's discretion we may ship advanced product replacements and/or issue a product credit prior to the product return.
- Dealer responsible for returns freight.
- Credits will be issued within **10** business days as a credit on account for open terms customers or returned to the original payment method.
- Returns can be shipped back or dropped off to your local Snap One branch during business hours. Returns shipped back to Snap One must be the sent to one of the addresses below:
<https://www.snapone.com/contact-us#partner-stores>
 - 24-hour will call area is not an authorized drop off area for returns.

Return Exceptions and Additional Requirements for Defective/Open Product

Brand	Policy or Additional Requirements
Atlona	For defective product return dealer must call Atlona technical support at (877) 536-3976 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.
AVPro Edge	Dealer must call AV Pro Edge technical support at (605) 977-3477 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.
Brightsign	Dealer must call Brightsign technical support at (714) 258-4500 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.
Doorbird	Dealer must call Doorbird technical support at (800) 259-8071 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.
Global Cache	Dealer must call Global Cache technical support at (541) 899-4800 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.
Just Add Power	For defective product return dealer must call JAP technical support directly at (800) 615-0206 to troubleshoot and then arrange advance replacement/repair if necessary. Snap One does not take back defective units for credit.
JVC	For defective product return dealer must call JVC technical support at (630) 258-5509 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA for returns.
Luxul	For defective product return dealer must call Luxul technical support at (801) 822-5450 option 3 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA for returns
RTI	For defective product return dealer must call RTI technical support at (952) 253-3137 and obtain an RA number. RA number will be required prior to Snap One being able to issue RMA for returns.
Samsung	Complete Process - Link
SONOS	For defective product return dealer must call SONOS technical support at (800) 680-2345 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA for returns.
Sony	Complete Process - Link
SunBrite	All SunBrite TVs should be inspected upon delivery. Failure to inspect your TV will mean you forfeit Snap One's standard return policy. Any damage must be noted on the FedEx delivery receipt; additionally, TVs damaged on original delivery must be returned within 48 hours of delivery (excluding weekends). You must also take pictures of any damage before returning the unit, as we will ask for these during the return process.
Tivo	For defective product return dealer must call Tivo technical support at (888) 921-8486 to obtain a case number. Case number will be required prior to Snap One being able to issue RMA for returns. Remotes and bridges may be returned without a case number.
Ubiquiti	Defective product may be returned to Snap One within 30 days of purchase. After 30 days dealer must handle directly with Ubiquiti by going to their website and filling out the product information at: www.ubnt.com/support/RMA The email contact For Ubiquiti RA #'s is RMA@UBNT.COM Unit will either be repaired or replaced at Ubiquiti's discretion
Vanco	Dealer must call Vanco technical support at (800) 626-6445 and obtain a case number. Case number will be required prior to Snap One being able to issue RMA.

