

Returns Policy

To request a return order, you will need to provide the following information:

Arrowhead Global Invoice Number, Order Number or Customer PO Number

Arrowhead Global Part Number or Manufacturer Part Number

Reason for Return

Product condition

Serial Number (if the product being returned is serialized)

Returns Shipping Information:

If the return order is approved and you purchased from Arrowhead Global (Commercial Sales), please contact your Arrowhead representative for shipping location information. We will provide you specific return instructions, including return address, once the RMA is approved.

Basic Returns Guidelines for Arrowhead Global customers: All product returns must meet Arrowhead Global's return policies in order for Arrowhead Global to issue a return order. If Arrowhead Global has return rights with its manufacturers/suppliers, Arrowhead Global only accepts the return of products that fall within one of these categories within THIRTY (30) DAYS from the date of Arrowhead Global's invoice:

Factory Sealed (in fully resellable condition - i.e. no stickers, markings, etc.)

Defective or Dead on Arrival (DOA)

Open - Non Defective

IF ARROWHEAD GLOBAL DOES NOT HAVE RETURN RIGHTS TO THE MANUFACTURER,

THE PRODUCT IS NON-RETURNABLE. Types of returns that you can request from Arrowhead Global Customer Care:

Replacement returns of products damaged on arrival -If requested, a replacement order can be created and Arrowhead Global ships the replacement product as soon as the product is available.

Cross-Shipment returns of DOA products - If you have a net-terms open account, Arrowhead Global ships the replacement product immediately; you ship the damaged product, and the packages cross in transit.

Credit returns of undamaged products - Credit returns may be available depending on a variety of conditions. You ship the product; when it is received, Arrowhead Global credits your account. Custom-configured products cannot be returned for credit.

Products returned for any reason other than Dead on Arrival (DOA), Defective, or Open – Non Defective, must be in resalable condition (no stickers, etc.), complete and unused, and the outer seal must not have been opened or re-taped. Product boxes that do not meet the condition specified on the return order are often not eligible for return and will be returned back to the customer. All eligible returns will

receive a Credit that will be issued at current pricing or original purchase price, whichever is lower. Arrowhead Global will also add any fees assessed by the manufacturer. For your Returns Order to be issued and honored, your Accounts with Arrowhead Global must be current. Products Returned Without a Valid Returns Order: Products not authorized for return shall be defined as an "unauthorized return". Unauthorized returns may be returned to you at your expense or Arrowhead Global may, in its sole discretion, issue a credit for the current price or the cost of goods less a 30 percent handling fee. Arrowhead Global will not be liable for any loss or damage to unauthorized returns. Custom Orders/Products Returns Not Allowed: All orders that require configuration or assembly of product to meet customer specifications or any product identified by Arrowhead Global are non-cancelable and may not be returned to Arrowhead Global. The customer is responsible for the full payment of the order once a purchase order has been sent to Arrowhead Global. Additional Products Not Eligible for Returns:

End-of-Life Products

Original Equipment Manufacturer (OEM) Products

Refusal of Orders: Refused orders may be subject to a cancellation fee. Contact Arrowhead Global Customer Care via cust-service@arrowheadglobal.com before refusing any shipment. Failure to call may result in credit refusal, and products will be returned to you at your expense. Hazardous Materials Lithium Batteries: Recalled Lithium batteries or lithium batteries that are known or suspected to be defective or damaged present a high safety risk to personnel and property and are not permitted to be returned to Arrowhead Global facilities under any circumstances. Packaging and Labeling of Dangerous Goods: Items identified as dangerous goods for transport need to be packaged, marked and labeled according to local and global regulations for the transport of Dangerous Goods including, but not limited to, IATA, IMDG, DOT, ADR, as referenced in Arrowhead Global's Product Return policies. These items may include but are not limited to:

Lithium Batteries,

Magnetic Materials,

Aerosols or Pressurized Gas, and

Other materials that can pose a risk to property and life.

Returns Shipping Guidelines:

For Arrowhead Global to process your return in a timely manner, please review the information and follow the procedures outlined below:

Use the original manufacturers' boxes and packaging.

Package all returns to prevent damage in transit.

All returns must have a return order number printed on the return shipping label

Do not write addresses or return order numbers on the outside of the manufacturers' boxes. Products must be in resalable condition to receive credit.

All returns must be unused and include all components, accessories, cables, software and manuals in the original shipment.

All returns must be received by Arrowhead Global within 30 days from the date the return order number is issued. Return order numbers are only valid for 30 days.

Arrowhead Global does not provide call tags or shipping labels for returns unless it is a Arrowhead Global Error.

Dead On Arrival (DOA) / Defective Returns:

Arrowhead Global has return rights with its manufacturers/suppliers, Arrowhead Global will accept the return of products as long as the RA is issued within THIRTY (30) DAYS from the date of Arrowhead Global's invoice. Products that are inoperable at first use are eligible for a DOA return depending upon the manufacturer's returns policy. Certain manufacturers may require that all DOA and defective products be returned directly to them, or they may limit the return time frame after purchase. If you purchased your product from Arrowhead Global GCC Americas, please reach out to Arrowhead Global customer care for more information regarding return rights. Manufacturer returns policies are subject to change without notice. In accordance with manufacturer policies. All original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete may be assessed a charge for the missing items or returned to you at your expense. If you have a DOA or defective product and are unable to complete the return via our on-line tools, please contact Arrowhead Global Customer Care via cust-service@arrowheadglobal.com.

Technical Support:

When necessary, our Technical Support department will assist you in reviewing the manufacturer's installation procedure to rule out incompatibility. Often, by offering expert technical information, they can help you avoid the time and expense of returning a product. This service may be available to you with a small fee.

Sealed Product Returns:

Provided Arrowhead Global has return rights with its manufacturers/suppliers, Arrowhead Global will accept the return of Sealed Product Returns products as long as they are returned within THIRTY (30) DAYS from the date of Arrowhead Global's invoice. All products must have been purchased from Arrowhead Global and your account with Arrowhead Global must be current. To qualify for sealed product returns, products must be in resalable condition in new, clean (without stickers, markings or other attachments), unopened, undamaged, original manufacturer packaging. All products must be returned with all original components, accessories, software, manuals and registration cards.

Non-Compliant Factory Sealed Returns:

All factory sealed returns that are not received in resalable condition may be subject to a 30% restocking fee are returned to you at your expense. Credit will be issued at current pricing. Discontinued/Obsolete Products: Manufacturers reserve the right to limit factory sealed returns on discontinued items. Freight Damage/Shortage Guidelines In order for Arrowhead Global to process your Freight Damage/Shortage claim quickly and efficiently:

At the time of delivery:

Please inspect the condition of the package(s).

Verify quantity and check that the part numbers are correct.

Damages and quantity discrepancies must be notated on the delivery receipt.

Signing for delivery clearly indicates that there are no discrepancies with your shipment.

To report damages or quantity discrepancies:

Please contact our Customer Care team immediately via Cust-service@arrowheadglobal.com.

Damages require pictures of all 6 sides of the box or carton upon submitting your claim.

You are responsible for any damage, shortage or other discrepancy created by Customer, carrier, freight provider or any other third party. Please contact the carrier directly to resolve the issue.

Please ensure you have marked the POD "short" or "damaged". If the shrink wrap is not intact, please also notate that on the POD. LTL shipments received short or damaged must be notated on the POD at time of signing.

For small parcel or LTL shipments, all damages and shortages must be reported within 10 calendar days including the date of delivery to report the claim by contacting Arrowhead Global Customer Service.

Provide Arrowhead Global Customer Care with condition of the product, pictures of both the box and the product if damaged, tracking number, and contact name and phone number where package is located. (Address must be the same as the address where the product was delivered or the claim is no longer valid and will be denied.)

The carrier should inspect and/or pick up the damaged package, leave a call tag, pick up receipt and return the product back to Arrowhead Global within 7-10 business days. Please keep this receipt for your records in case the product is not returned to Arrowhead Global.

In the event that the inspection does not take place, your product is not picked up, or you have not received an email label/call tag within 10 business days of your initial call, please contact Arrowhead Global Customer Care via cust-service@arrowheadglobal.com.

Please be advised that if all of the above criteria are met, there is no guarantee that the claim will be approved. The above guidelines are to prove that the carrier has mishandled your freight and will be held responsible.