

## **Return Merchandise Authorization (RMA) for Retail Customers**

Thank you for purchasing merchandise from **Seada International Inc.** We are committed to your satisfaction. We will happily process your return or exchange request according to our Return Policy and Terms of Sale, but please follow our procedures.

To ensure that you are properly credited, a completed Return Merchandise Authorization (RMA) Request must be submitted before any returns are accepted. No returns are accepted without RMA number.

### **Instructions:**

1. Please fill out the RMA Request completely. Incomplete or incorrect information may cause delay or be refused.
2. Do not return any items without a RMA Number which will be provided after submission of this RMA request. Items returned without a RMA number will be refused.
3. If this RMA application is approved, your RMA number must be clearly marked on the outside of the shipping carton(s), or the package(s) will be refused.
4. If you purchase whole case(s), you must return the entire carton(s) with all sizes. No open box can be accepted.
5. After you fill out the form, please fax or mail the form to us. The fax number is 626-965-8484. The contact phone number is 626-965-7000. Please find the mailing address bellow.
6. Send the merchandise to the following address:

**Seada International Inc.**  
**17360 Colima Road Unit 191**  
**Rowland Heights, CA 91748 USA**

### **Notice:**

Returns are processed within 10 business days from receipt and refunds are credited in 2 weeks of processing. A 15% restocking fee is applied to cover our return processing, packing shipping, and other restocking expenses unless we made an error. A higher restocking fee will be charged for any damage done to the items returned or if the items are returned in not-new condition. All packaging of the individual item must be return in original condition by our request.

