



KITANICA

KITANICA CONSUMER REPAIR RETURN FORM

Please complete all applicable fields of this form and attach a copy to your return.

For repair evaluation, your product must be returned directly to:

Kitanica LLC. Attn: [Repair Dept.] 867 Isabella St. Oakland, CA 94607

Name:

Date:

Address:

City:

State:

Zip:

Phone:

Email:

Reason for Return:

PRE-AUTHORIZATION:

If your item is not covered under warranty, but you still want to have the required repair done, do you hereby authorize repairs & shipping charges costing up to \$50.00? (In the unlikely event that the cost of repair exceeds \$50.00, we will contact you for authorization. Product without repair authorization will be returned after 15 days).

WARRANTY PRODUCT RETURN/REPLACEMENT OPTION:

If your returned warrantable item cannot be repaired for whatever reason, would you accept an equivalent replacement item or would you want the original item returned to you in an "as is" condition at no additional cost?

REPLACE my non-repairable item

RETURN my non-repairable item

NOTICE FOR ITEMS RETURNED FOR REPAIR:

Typical return time is 2 weeks, but return times may vary and may extend up to 4 weeks during peak times. Please ensure your item is cleaned prior to return. **California State Law requires that all items accepted for repair MUST be clean.** If your product needs to be sent out to be cleaned in accordance with California State law, a cleaning fee will be assessed in addition to any repair cost, and the return time may be extended an additional 2 weeks to accommodate cleaning.

CREDIT CARD (VISA MASTERCARD)

NAME:

BILLING ADDRESS:

----- Exp: __ / __ Security Code ___

For further questions or concerns, please email aki@kitanica.net or call 510-893-3014