



Return Policy on Consumer Electronics:

1. Prior to returning any merchandise the customer must call Neutron Tech Support (814-231-3292) to receive their RMA number. Neutron Inc. is unable to accept returned merchandise without an RMA number and will refuse delivery.
2. Customers have 15 days from date of invoice to obtain an RMA # for their merchandise, unless otherwise stated. *
 - A. All returns must include original boxing, packing material, manuals and other documentation, warranty cards as well as the merchandise.
 - B. Returns must be in perfect condition; if the merchandise is damaged, Neutron Inc. reserves the right to refuse returns of damaged merchandise.
 - C. Shipping & handling charges are non-refundable; if a restocking fee is charged it will be determined by the sub-total. (Price minus shipping and tax)
3. Neutron Inc. is unable to accept any returns for televisions, DVD players or VCR's.
4. If the package was damaged, please refuse it and inform us by our Customer Service Department at 1-800-813-4218.

* Panasonic & Quasar: No returns for credit on video, DVD, television, fax or camcorders. If the merchandise is defective or malfunction, please contact the Authorized Customer Service center for repair. (1-800-222-4213)

* JVC: No returns for credit on television, VCR, DVD or camcorders. If the merchandise is defective or malfunction, please contact the Authorized Customer Service center for repair. (1-800-537-5722)

X I _____ have read the above statement regarding Neutron's Return Policy concerning Consumer Electronics products and agree to abide by it.

Order number: _____

Signature, _____

*** Please fax this form to 1-814-861-8137 in order for us to release your order.
Thank you for your cooperation!