

RMA Policy

It is Lilaas AS policy to accept returned products subject to the following conditions:

Conditions

- All returns must be approved prior to return and a Return Merchandise Authorization (RMA) number must be obtained and referenced when the goods are returned. All goods should be returned prepaid. To request a RMA number, please contact Lilaas AS by email: sales@lilaas.no.
- When requesting a RMA, please provide the following information:
 - Article No.
 - Order No/Invoice No on which the items being returned were purchased.
 - Serial No (if applicable).
 - The reason for return.

A RMA number cannot be issued without this information.

- Defective goods will be accepted anytime during the product's warranty period and will be processed in accordance with the product's warranty.
- We will not accept returns after 90 days from invoice date.
- Non-stock, special ordered items are non-returnable.
- Only those items for which a RMA has been issued may be returned.
- Goods returned to Lilaas AS without proper RMA may be returned to the sender.
- The sender is responsible for all freight and handling charges.
- COD shipments will not be accepted.

Packing, labelling and shipping of product returns

- If the original box is missing or damaged, any box that is of suitable size and in good condition may be used.
- Make sure the product is adequately wrapped in cushioning material (e.g. bubble sheeting, polystyrene or foam) to prevent handling damage.
- Make sure the box is securely sealed using durable packaging tape.
- The RMA number should be clearly marked on the outside of the package or on the shipping label.
- Please ship all returned items to:
 - Lilaas AS
 - RMA No.: (obtained by email)
 - Kongeveien 75
 - N-3188 Horten
 - Norway