

Product Returns – Quick Guide (Part 1)

How it works

The return process is simple and quick: submit your request, prepare your shipment, and track its progress until the credit is issued.



Full processing in approximately 15 business days

Request → Review (48h) → Return Merchandise Authorization (RMA) → Shipment → Validation → Credit

● REQUEST A RETURN

1. Scan the QR code
2. Enter your contact details
3. Indicate the number of shipping boxes required
4. Scan the item bar code and upload the required photos
5. Select the reason for the return
6. Submit your request; we will get back to you within 48h



● PREPARE YOUR RETURN

1. Print required documents

- The RMA form received by email
- The shipping labels received by email
- Ensure all information is accurate and complete

2. Pack the merchandise

- Use a suitable, compact box
- Protect the items to prevent damage
- Include the RMA form inside the box
- Write the RMA number on the outside of the box

3. Seal and ship the box

- Securely seal the box with packing tape
- Apply the shipping label
- Wait for the carrier pickup on the scheduled date and hand over the package

Additional Information

- An RMA is required for all returns
- Non-compliant returns may be refused or subject to delays
- Only one credit per invoiced item line – Please ensure all products are included in your initial request
- Maximum one pickup request per 3 month period

Product Returns – Quick Guide (Part 2)

Fill it right, save time!

By completing the form accurately and selecting the correct return category, you help ensure faster processing of your request



● RETURN CATEGORIES

1. Damaged on Arrival

- Product damaged upon delivery
- Must be reported within 48 hours
- Product must be in original packaging

2. Defective Product

- Product with a functional defect
- Proof of purchase required
- Up to 12 months for electronic products

3. Shipping Error

- Product received is not the one ordered
- Must be reported within 48 hours
- Product must be new, complete, and resalable

4. Guaranteed Sale

- Product must be new, complete, and resalable
- Return allowed up to 12 months after purchase
- Product must be from regular stock
- Perishable products are not covered (unless otherwise specified)

Fees – Guaranteed Sale Returns

- A 10% fee + \$15 applies to guaranteed sale returns
- Additional fees may apply depending on the case and will be communicated upon authorization

Need assistance ?



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