



*Designing Fitness Solutions for Safe Exercise and Optimal Results*

## Return Merchandise Authorization Form Letter

Dear Customer,

We received your request to return your SmartSquat fitness board. We are sorry our fitness product did not meet your needs or expectations. However, we are happy to honor the terms our 30-DAY MONEY BACK GUARANTY.

For your convenience, a pre-paid return shipping label has been provided to you along with this RMA Form Letter by email from Liftwing. Please follow the return shipping procedures below.

### Return Shipping Procedures

- Place your SmartSquat fitness board, User Guide and copy of your Packing List (all provided with your shipped product) inside the original plastic wrap bag that was provided with your order.
- Insert plastic wrapped product, user guide and packing list into original shipping box. Be sure corner supports tabs are properly positioned to avoid damage during shipment.
- Attach pre-paid shipping label to outside of box, ensure all prior shipping information is covered to avoid any confusion by shipping service providers. Bring box to your local shipping service provider.

### Our 30-DAY MONEY BACK GUARANTY TERMS (as stated on our website)

- Product return request must be made within 30 days of when product was delivered
- Product must be returned in same condition it was received
- Product must be shipped within 3 days of receiving this RMA Form Letter
- We will refund the full amount of the original purchase price and related sales taxes paid
- We do not refund shipping expenses or related sales taxes paid when product was shipped to customer
- Customer is responsible for the return shipping fees and a \$10.00 restocking charge.
- We will provide your refund within 30 days of when we receive your product and have determined its condition

Again, we are sorry your needs or expectations were not completely satisfied by our fitness product.

Kind regards,

A handwritten signature in blue ink that reads "Robert Morton".

Bob Morton  
Proven Fitness Solutions, LLC  
Delray Beach, FL 33483



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SMARTSQUAT 30-DAY MONEY BACK GUARANTY TERMS AND CONDITIONS (as stated on our website)

You may return the SMARTSQUAT up to 30 days after it has been delivered to you by the carrier. Limit one SMARTSQUAT return per customer. To return your SMARTSQUAT you must follow our return procedures, including obtaining a return merchandise authorization (RMA) kit and returning your SMARTSQUAT within three (3) days after you receive an RMA kit.

We will refund the original purchase price of your SMARTSQUAT after we receive your return. SHIPPING & HANDLING, DELIVERY AND SIMILAR FEES (INCLUDING RELATED SALES TAXES) ARE NOT REFUNDABLE. YOU WILL BE CHARGED A \$10.00 RESTOCKING CHARGE AND ARE RESPONSIBLE FOR PAYING SHIPPING AND HANDLING AND FOR ANY RISK OF LOSS TO THE PRODUCTS UNTIL WE RECEIVE THEM. Returned products must be in the same condition as you received them. THIS RETURN POLICY IS NOT A WARRANTY. NOTE: We will not accept for return more than one SMARTSQUAT per customer or for any products you purchased from a reseller. Additional restrictions may apply. Please visit our Site for more information.

Failure to return your SMARTSQUAT within the applicable return period will be deemed to be an acceptance of the product. If you return your SMARTSQUAT to us without a return authorization number from us, we retain the right to refuse delivery of such return. Refunds will be issued in the same form as the original payment. Please allow up to thirty days after our receipt of the returned product for us to credit your account.