

DOTANDO RETURN & REFUND POLICY

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RETURN

In case you need to return an item purchased from the DOTMobile Shop Online, you need to keep in mind the following:

- Only items that have been purchased directly from DOTMobile Shop Online can be returned to Dotando. Dotando devices and services purchased through other dealers and partners must be returned in accordance with their respective returns and refunds policy.
- Items ordered from DOTMobile Shop Online can be returned within 14 days of receipt of shipment in most cases. Some products have different policies or requirements associated with them.
- All rights to access or use the DOTMobile Web Portal shall end and Dotando will have the right to immediately terminate the services and any users data related to the returned item may be irretrievably deleted.
- Please ensure that the item you're returning is repackaged with all the accessories and documentation that were included when you received it. Includes copy of the invoice or order receipt.
- Shipping costs at your charge.

Shipping instructions.

Guidelines.

Specify the return address to a label to be affixed to the outside of your return box. If you have multiple items to return, you may pack them in a single box with the packing slip.

Return address for Americas:

Dotando Inc
13499 Biscayne Blvd. TS-1
North Miami, FL 33181

Return address for other countries:

Dotando Inc. c/o I.T.COMM SRL
Via Romolo Murri 21
48124 Ravenna, Italy

REFUND

Dotando will refund the returned item only if received in the same cosmetics and working conditions as it was delivered.

Dotando will not refund items that has been altered, repaired by someone other than a Dotando Inc authorized technicians, subjected to misuse, abuse, neglect or accident, damaged by improper installation or application.

Refunds will be issued either with Credit Card within 10 business days.