

If you would like to request a Sales Return^{*1}, a DOA case^{*2}, or a RMA^{*3}. You may follow below instruction^{}:**

^{*1}: You can exercise the right to return an order and opt for a refund within **14 days** after receipt of the goods provided, the goods must be purchased at www.up-shop.org ,in **brand-new and undamaged** condition. **UP shop will collect the returned goods at your cost.**
 In case you receive wrong product or shortage of product, you can also apply for sales return and the shipping cost will be at UP shop.
 In case you request an order cancellation after the order is shipped, please follow standard Sales Return procedure.

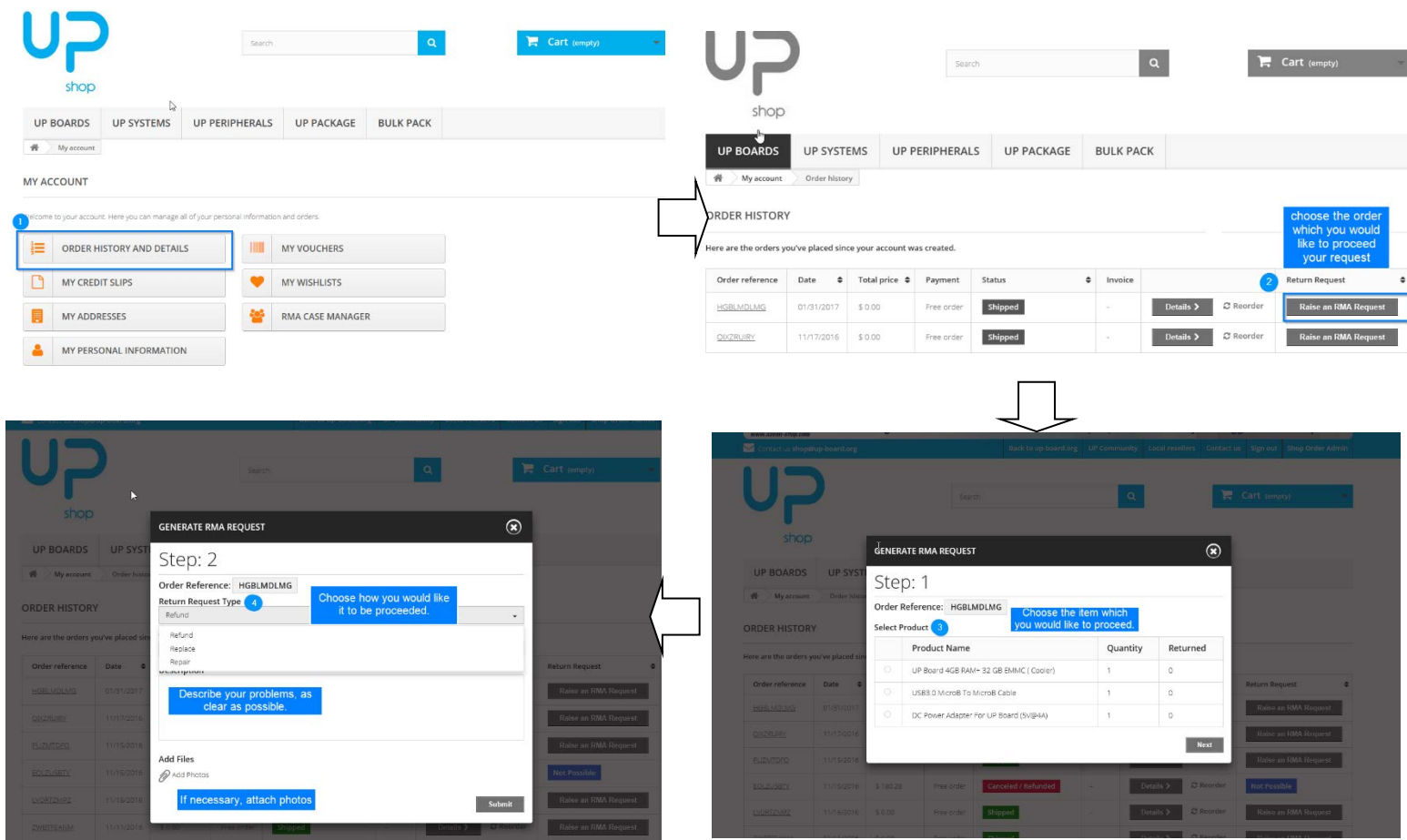
^{*2}: If you find yourself having received Dead on Arrival (DOA) goods, you must notify us within **30 days** after receiving the goods, The goods are not working straight out of the box, or dead in 30 days in standard working condition. We reserve the right to deduct a restocking fee from your refund if the return does not meet the condition(s) specified--an original and undamaged condition with full and complete packaging including accessories and other material(s)

In the case of NPF(No Problem Found) while you claim a DOA :

- You will be responsible for the cost of two-way shipping.
- You will be responsible for the cost of inspections and diagnostic USD20.

^{*3}: The product doesn't perform the function correctly after 30 days. **One way shipping cost will be charged to users when the product is in warranty**, please follow our staff's instruction to prevent from unnecessary custom duty.

**** For Goods must be returned to our specified address within 14 days with clear ORDER# and Problem description after we acknowledge your request**



The screenshots illustrate the RMA request process:

- My Account Page:** Shows the 'ORDER HISTORY AND DETAILS' section.
- Order History Page:** Displays a table of orders with a 'Return Request' button for each. A callout says: "choose the order which you would like to proceed your request".
- GENERATE RMA REQUEST - Step 1:** The user selects a product from a list. A callout says: "Choose the item which you would like to proceed."

Product Name	Quantity	Returned
UP Board 4GB RAM+ 32 GB EMMC (Cooler)	1	0
USB3.0 MicroB To MicroB Cable	1	0
DC Power Adapter For UP Board (5V@4A)	1	0
- GENERATE RMA REQUEST - Step 2:** The user describes the problem. A callout says: "Describe your problems, as clear as possible." and another says: "If necessary, attach photos".

Further questions, please contact us via shop@up-board.org