

Polar Online Store purchases may be returned within thirty (30) days. To return an item purchased on shoppolar.com, please contact the Polar Customer Care Team by phone 800-227-1314 or email customerservice.usa@shoppolar.com and reference "Polar Online Return". Representatives are available to assist you Monday through Friday 8:45 am to 5:15 pm EST (excluding holidays). Items should be returned in unused and in original condition, with a completed return form and a copy of the packing slip, to our Return Center.

Return Instructions

Please follow the instructions below when packing and sending your product for return. It's important to note that the instructions below must be followed in order for us to properly process your return.

- Send the item in its original packaging.
- Pack the item carefully so that it will not be damaged during the shipping process. We suggest using a box and bubble wrap.
- Include a copy of the packing slip (included with your shipment) and this return form. We will not be able to process a return for any shipment received without a packing slip and return form.
- It is recommended to use a secure shipping method such as Insured US Mail or UPS so that you have tracking for the package. Polar is not responsible for items lost in transit and the return can not be processed until the item is received.

All returns should be sent to the following address

Polar Electro Inc.
c/o Polar Online Return Center
1111 Marcus Avenue
Suite M15
Lake Success
NY 11042-1034

CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Order #: _____ Order Date: _____

Name: _____ Tel No: _____

Address: _____

City: _____ State: _____ Zip Code: _____

E-mail Address: _____

Please list contents and quantity below:

Qty	Item Number	Description	Reason for Return*

*Reason for Return: Wrong item received Wrong item ordered Does not want Damaged in shipping Defective Other

Comments: _____
