

Polar Online Store purchases may be returned within seven (7) calendar days from the date of purchase. To return an item, please contact the Polar Customer Service Team by e-mail at twcs@polar.com and reference "Polar Online Return". Items should be returned in a pristine condition, unopened, unused and in original condition, with a completed return form and a copy of the purchase invoice, to our Collection 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 purchase invoice (included with your shipment) and this return form. We will not be able to process a return for any shipment received without a purchase invoice and return form.
- It is recommended to use a secure delivery method such as courier or registered post to send the item. Polar is not responsible for items lost in transit and a return cannot be processed until the item is received. All returns should be sent to the following address:

FAR WIDE TELECOMMUNICATIONS CO., LTD
10/F, NO 127 ANXING ROAD, XINDIAN DIST., NEW TAIPEI CITY, TAIWAN
TEL: 02-8666-0168 (AFTER SALES DEPARTMENT)

CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Order #: _____ Order Date: _____

Name: _____ Tel No: _____

Address: _____

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: _____