



We are sincerely sorry about that the product is not what you expected. We value your feedback. Please fill out this form with as much information as you can so that our products and services can be continuously improved. Once a RMA number is issued to you, complete the form and return it along with your product to the following address within 10 days:

580 W. Main Street, Unit#306, Alhambra, CA 91801, USA

Attn: AWDL Inc.

1. Are you a:  Consumer  Wholesaler  Distributor
2. If you are a Wholesaler or a Distributor, please tell us your Company Name and the Customer ID seen on the original Sales Order. **(Skip this step if you are a Consumer.)**

Company name		Customer ID	
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3. If you are a Consumer, please tell us where you purchased the product. **(Skip this step is you are a Wholesaler or a Distributor.)**  Online Purchase  From a Wholesaler  From a Distributor
- 3.1. Please tell us the name of the (online) store, the (online) receipt number, and the receipt date.

Store name		Receipt number	
		Receipt date	

4. The product you purchased:  uLock  uRemote  Other
- 4.1. If "uLock" is ticked, please tell us the serial number which can be found on the uLock packaging box, the user guide, or the battery case when the uLock cover is removed. If "Other" is ticked, please tell us the product you purchased. (e.g. uLock Cover, Strike Plate Cover, etc.)

Serial number or Product purchased	
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5. Purpose of this RMA:  Return  Exchange  Repair
6. Detailed reason(s): (Please tick all that apply.)
- Purchased wrong product  Incompatible SmartPhone (Tablet)  Unable to install on the door
- Different than described  Damaged on arrival  Extra product delivered than ordered
- Part(s) missing  Wrong product delivered  Late delivery  uLock not working with the APP
- uLock not working with the uRemote  Other

Detailed description or any comment you'd like to provide us.	
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7. Contact information:

Name		Return address	
Phone number		Email	

Please allow 5-7 business days to process your RMA upon receipt of the product. Thank you for your business once again and we apologize for any inconvenience.