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## Return Policy

For information or questions relating to returns or warranty, please contact us at 801-506-0198 or email [info@powerblanket.com](mailto:info@powerblanket.com).

### 30 day unused/unopened return policy

We may accept a return according to the instructions below for any *unused and unopened* products purchased within 30 days. These returns are subject to a 15% restocking fee. *All custom products and international sales are final.*

### Used product return policy

If you have any issues with your product, our team can help troubleshoot and offer advice to determine if your products are defective and arrange a return for inspection if necessary.

In the event that something is determined to be a manufacturer error or failure, we will replace the item(s) as needed. *All custom products and international sales are final.*

### General Return Guidelines

- Please arrange an RMA (return merchandise authorization) with us **PRIOR** to sending any returns back to us by calling or emailing.
- Follow the folding instructions included below to package the product for shipping. Failure to follow these instructions may void the warranty.
- Products must be cleaned prior to returning. Soiled products and products with unidentified substances on them will be rejected at Powerblanket's discretion and no refund or credit will be issued.
- All returned product must be clearly marked with an assigned RMA number on the outside of the package. Without this identification, the product may be discarded.
- Returns must include any accessories, etc. included with the product, i.e. thermostatic controllers, insulated tops.
- Returns may take up to 2 weeks to process, not including transit times.
- We reserve the right to limit support, and deny returns on items that were purchased over a year ago.
- In the event that your return is not received in a condition fit to be resold as new, we reserve the right to refuse your refund or replacement.
- If products are not received within 30 days of RMA issuance, cases will be automatically closed.
- Any warranty issue or return request originating outside of the U.S. may or may not be handled in accordance with these guidelines as *All custom products and international sales are final.*
- Returns that require inspection of internal components cannot be returned to customers post inspection.

## Folding Instructions

- Start with the cold side facing up. Fold one quarter to center, cold side to cold side as shown in the first image to the right. Starting with the hot side up so that folds are hot side to hot side will damage the blanket!
- Then fold the blanket one quarter to center again from the opposite edge, cold side to cold side as shown in the second image to the right.
- Then fold the blanket in half as shown in the third image to the right.
- Larger blankets may require more folding, see folding instructions at [Powerblanket.com/resources](http://Powerblanket.com/resources) for help folding larger blankets.
- Folds should have an arch to prevent damage. Avoid creasing or crumpling the blanket.
- Only fold the blanket as many times as necessary to prepare for shipping. Excessive folding may damage your blanket!
- Never roll the blanket up!
- Damage caused by ignoring folding instructions will void the warranty.

