

**Damage must be reported within 3 business days of receiving the product.**

**Any pictures of damage must be taken BEFORE installation.**

**Please report damage to the N9NE location that you purchased from.**

Please provide the following information so we can efficiently process your replacement:

1. Our Sales Order number and your Purchase Order number.
2. Part Number and quantity of items(s) needing to be replaced.
3. Wide angle picture of whole box showing the PO#/Date Code.
4. Closeup picture of any damage to exterior of the box.
5. Wide angle picture of whole unit still in the box.
6. Closeup pictures of the damage to the unit.
7. Any other information you think may be necessary or helpful for us to process your replacement swiftly.

**Example Images:**



**If you have any questions regarding product damage and replacements, please contact your local representative.**

