



# Returns Form

We're sorry you want to return your Kivo Device. To start the return your devices, please complete the following form so we can process your refund and mail this to [returns@mykivo.com](mailto:returns@mykivo.com)

Your Name \_\_\_\_\_

Your Order Number \_\_\_\_\_

Your Address \_\_\_\_\_

Your Email \_\_\_\_\_

Your Telephone \_\_\_\_\_

Please detail the items being returned

1. \_\_\_\_\_ ITM NUMBER ITM \_\_\_\_\_

2. \_\_\_\_\_ ITM NUMBER ITM \_\_\_\_\_

3. \_\_\_\_\_ ITM NUMBER ITM \_\_\_\_\_

Please let us know why you're returning the item(s)

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If you have used the products and returning them because you \_\_\_\_\_  
don't feel they're working for you, please confirm by writing your  
initials, that you have followed the treatment protocols set by kivo



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For items to be accepted, all items must include the device(s), any enclosed cards or media, cables, accessories, any packaging, and the original box(es). Any free or discounted items must be included. All must be in the condition provided to you, if not detailed on the invoice, it is assumed the items have been provided in new condition.

WHEN YOU HAVE RECEIVED AN RMA NUMBER, please ship the package in sufficient insured packaging, or return in person to:

**KIVO RETURNS,  
UNIT 115  
100 KLAHANIE,  
PORT MOODY, BC, CANADA,**  
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YOU MUST USE THE WORD "RETURN" ON THE OUTSIDE OF THE FRONT OF THE BOX AND MARK ANY COMMERCIAL INVOICE AS "RETURN", OTHERWISE WE MAY BE CHARGED DUTIES AND TAXES AND EITHER REJECT THE SHIPMENT, OR DEDUCT THESE OFF YOUR REFUND.

If you would like us to pickup your item(s) within 50km of Vancouver there is a C\$49+tax fee



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## Returns Checklist

### Your Responsibilities

- ☐ Your item(s) is eligible for return within the returns policy window on mykivo.com
- ☐ Ensure your item(s) is as new condition, comes with all the packaging, components, manuals, cables, goggles. If your item is a mask / mask+chest+neck, the original film on the inside on the mask MUST NOT HAVE BEEN REMOVED (for health reasons).
- ☐ Contact [returns@mykivo.com](mailto:returns@mykivo.com) and obtain an RMA (Returns Material Authorisation) number
- ☐ Remove any old addresses / barcodes / shipping labels from the outside of the box that you're returning the products in. This box must be sufficient for holding the items you're returning to prevent damage.
- ☐ Place on the front of the package your address under a FROM title tag on a label on the top left of the front of the box.
- ☐ Obtain a shipping label from the courier of your choice. The item must be insured and shipped correctly and marked as **RETURN ITEM**.
- ☐ Place the shipping information on the front.
- ☐ Ensure all labels are affixed correctly, we recommend obtaining FRAGILE labels and using these on all 4 sides of the box.
- ☐ Notify [returns@mykivo.com](mailto:returns@mykivo.com) with the RMA number and the Tracking ID number and courier you have used, and the date you have shipped the package.

### Kivo Responsibilities

- ☐ Provide you with an RMA number within 5 business days.
- ☐ Confirm with you the receipt of the tracking ID and let you know when the package has been received
- ☐ Assess the return within 5 business days
- ☐ Deduct any amounts as specified in our Returns Policy, email you to let you know the balance of the return and refund on the same method of payment within 2 business days.
- ☐ You should receive your refund in a timescale according to your payment providers policy