

Return Policy

Basic Criteria-All returns must include the following:

Original packaging (manufacturer's box, Styrofoam, plastic bags, crate, pallet.)
Original packing slip. Do not mail or dispose of the packing slip until buyer has examined and tested the product to their satisfaction.

The return must be complete and include all accessories & manufacturer documentation (manuals, registration information, etc.)

If your returned product does not match all applicable criteria listed above and below, it will be rejected by our Returns and returned to you at your expense. ***Consequently, any credit request will be denied, replacement orders will not be made and you will be charged for all shipping to and from our warehouse that may be incurred.*** By requesting and/or shipping a return in violation of this policy you hereby agree to accept our shipment of the product back to you and to the payment of all shipping costs to and from our Warehouse.

Basic Return Criteria

Unless otherwise stated below, customer has 30 days from the date of their order placement (regardless of when you actually took delivery of the product) to request a valid return. Once a return is approved customer has 10 days to return the product to us.

Returns Must Meet ALL Applicable Criteria

Upon our acceptance of the merchandise in strict conformance with the basic criteria and basic returns criteria listed above, the purchase price will be credited to the purchaser for the original purchase in the form the buyer paid. Please allow up to 14 days from shipment for your return to arrive at our Warehouse. *Note:* Delivery times vary based on shipper selected. Your return will be processed within 5-7 business days(excluding Saturdays, Sundays, and holidays) after receipt of the item.

The risk of loss or any damages of the return during transit will be the responsibility of the **Buyer** and will remain until and only when delivered to Seller. All claims for damages or lost items which occurred are strictly between **Buyer** and the company delivering the freight. ****We suggest insurance on highly cost items to avoid these loss (at Buyer's cost)****

Fee Schedule for Returned Items

NEW Products returned *new, unopened* in perfect condition with all packaging, item materials and manuals that can be resold as new are subject to a 10% restock fee and non-refundable shipping cost.

NEW Products returned *used, opened* in close to perfect condition or with all packaging, item materials and manuals that can be resold as open box are subject to a 25% restock fee and non-refundable shipping costs.

USED Products with all packaging, item materials and manuals that can be resold as before are subject to a 10% restock fee and non-refundable shipping costs.

Products returned Used, Opened in user damaged condition or without all packaging and item materials and manuals that cannot be resold as new or open box are refused and returned to customer. If a customer refuses delivery of returned item, the item is disposed of by the shipping carrier, but the customer is still charged for that item and will not be entitled to a refund.