

# Return and Replacement Charges

You can return most items within 30 days of purchase for a full refund. To be eligible for a return, your item must be unused and in the same condition that you received it.

All returns are subject to a 20% restocking fee

- Returns must be accompanied by an RGA (Return Goods Authorization) number
- Returns must be received in new condition with the original packaging and accessories to be eligible for a refund
- Returns must be initiated within 30 days of receipt
- Refunds will be credited back to the original method of payment
- Original and return shipping costs are non-refundable (including expedited shipping and international orders). Items shipped freight free or freight included will be credited minus an allowance to cover packing and freight.
- Shipping costs and custom brokerage fees associated with any return or exchange will typically be the responsibility of the customer (excluding defective or damaged items)

## Return Instructions

Please contact us for an RGA (Returned Goods Authorization) to initiate any return. You may contact us by using our online contact form or calling us toll-free at (800) 363-1962. When requesting a return, please provide us with your order number, reason(s) for return and whether you wish to exchange the item(s) or receive a refund. A return authorization number is required for processing any return shipment.

Please allow 4 to 5 days to process your refund or exchange upon receipt of returned merchandise. We reserve the right to apply a restocking fee of up to 20% or reject a return if it does not meet the conditions outlined here in our returns policy.