

## **RETURN AND CANCELLATION POLICY**

### **Return Policy**

In an effort to keep our prices as low as possible, we do not build extra fees for returns into our prices. We are happy to accommodate customers who wish to return a product, however we must recover the costs we have incurred as a result. Please read our policy in its entirety before you purchase a carrier so that there is a mutual understanding when you make your purchase. Thank you! When your new product arrives you have 10 days to inspect it for any defects or damage. If there are any defects or damage, the manufacturer will repair it at no cost to you, or replace it at the manufacturer's option. The item to be returned must be in new condition, with original packaging, instructions, and warranty material.

If the product is delivered and there are no defects in materials or workmanship, but you do not like it for any reason, you have 10 days following delivery to return it. Simply call our customer service number at 888-302-2774 and let us know what it is you want to return. We will send you a Return Authorization Release Form. Upon the return of your signed form we will issue a Return Authorization Number. You the customer are responsible for packaging and shipping the product to us. If you do not have the original box one may be purchased from us, at the cost of the box plus shipping. Once received at the manufacturer's facility in like new condition, we will refund your purchase price of the product, less a 20% restocking fee and the original outbound freight charges. If original shipping fees cannot be established, we will use our current shipping rates.

### **Cancellation Policy**

Our products are normally in stock and we try to ship the same day we receive your order. If you need to cancel an order for any reason, please notify us as soon as possible. If we have not shipped your order, there is no fee for cancellation, but if your order has already shipped, our return policy, as stated above, is in effect. This is due to the fact that the item must be re-packaged once the shipper has returned it to us, and we incur shipping charges outbound and inbound for shipping either way.