

### Defective or incorrect items

If you opened the item but it is defective or if it is not the item you purchased please call our customer service department at 1-888-804-4453 so we can resolve the issue for you. We will need to see pictures to verify if it is a defect or the incorrect item. Once pictures verify it is a defect or the wrong item we will send a replacement at our expense. We do not need the incorrect/defective item(s) back.

\*\*\* You must contact us within 90 days of delivery for us to replace a defective/incorrect item. After 90 days we will not replace nor refund defective/incorrect items. \*\*\*

# RETURNS

## What items do you accept for return?

All items that are unopened and unused can be returned for product value. We will NOT accept opened/used items for return. All items must be returned within 30 days from the date the item is delivered for a product value refund. If you have any questions regarding a return please contact us using any of the methods listed on our Contact Us page before returning any products as any used products that are returned will be thrown away and no refund or reship will be issued.

Where do I send returns?

Defective or incorrect items

Unopened items?

## Unopened items?

If you would like a refund on an unopened item(s), please contact us to obtain an RMA number. We do not cover the shipping costs for returning an order to us. After we receive your return and inspect the returned merchandise, we will reimburse your credit card for the purchase price of the item as long as it is unopened/unused, less the original shipping fee.

Please allow us 10 business days from the time we receive your item to process your return.

Remember that we will not issue a partial product value refund on package deals; they must be returned all together! Any items that are returned to us used or opened will simply be disposed of and we will not issue a refund for them.

\*\*\* Please be aware that we cannot accept return merchandise that arrives without an RMA number on the outside of the package. \*\*\*