

# Red Devil Snow Blowers



Possessed to be the BEST!

## Return Policy

Your satisfaction is always our top priority. Red Devil will work diligently to guarantee the quality of our products and we want you to be completely satisfied with your purchase. If for any reason you are not completely satisfied with your purchase, we will be happy to facilitate an exchange to ensure your complete satisfaction. Please note that all returns require a Return Merchandise Authorization (RMA) Number, which can be easily obtained. ***This is for Red Devil Products only.***

We always strive to make the Return and Exchange process as easy and hassle-free for you as possible. The process is very simple, please be sure to read our Return and Exchange Instructions for detailed information. Please contact one of our trained team members should you have further questions.

## Return Conditions

Items must be returned in NEW (unused, untested, and resalable) condition, in the original manufacturer packaging, with all accessories, kit components, promotional items and instruction manuals included. For your protection, items must be returned shipping prepaid, insured for the full value and safely wrapped to prevent shipping damage.

Items that have been used by the customer or items that have been damaged by use cannot be returned to us. When repacking an item for return, please be sure to include all applicable accessories and literature. Generally, as a “rule-of-thumb” you should return the items to us the same way we sent them to you – in the same condition and with all the original contents.

We do not accept returns on customized orders. Please see Return Policy Exceptions for more information on non-returnable items.

## **Restocking Fees**

There is no restocking fee for returns of unopened, unused, and untested items returned within 30 days. This means that an item must be in sellable as new condition. Please keep in mind that restrictions apply (see Return Policy Exceptions for more details.) We reserve the right to refuse to issue credit for any item that has been used, misused or damaged. We also reserve the right to charge a restocking fee of up to 20% on returns of opened, used, or damaged products. We also reserve the right to charge the restocking fee for exchanges and returns that don't follow our Return and Exchange Instructions or for high-value items of \$1,000.00 and up. Additional fees may apply if the item is not returned in its original packaging.

The restocking fee may be waived if you place a replacement order of equal or greater value at the time of return, not necessarily for the same item.

## **Exchanges**

If you are not fully satisfied with your purchase, we will be happy to facilitate an exchange for you. Please return the item to us within 30 days of purchase and you will not be charged restocking fees, provided the item is in NEW (unopened, unused, untested and resalable) condition and it does not fall into our Return Policy Exceptions category. If an item is defective, it can be returned for an exchange within 30 days of purchase. Please be sure to follow the simple steps outlined in Return and Exchange Instructions to guarantee the best service possible on your return.

## **Exchanges In Case of Shipping Damage**

Inspect your order immediately upon delivery before the carrier leaves. It is unlikely that anything will be damaged as we pack our orders well. Do not sign for a damaged parcel without a full inspection of the contents. If you detect visible physical damage or missing items, refuse the package. Contact us immediately if damage has been detected.

If you receive damaged products or do not receive it at all, the carrier will need to conduct an investigation. Please notify us immediately about the problem or within 3 business days of receipt of the product or 3 days after the scheduled delivery date in case of non-receipt. In case of damage do not discard any shipping materials and manufacturer's packaging. Please re-seal the damaged products using the original packaging materials.

## **Refunds**

**Product Refunds** – To qualify for a refund, our Return Conditions and Return and Exchange Instructions must be followed. If our steps are not followed, a refund will be issued in accordance with the condition of the returned merchandise and the value of any missing items. Refunds are not issued before the merchandise has been received, evaluated and processed by our team.

**Shipping Refunds** – Shipping charges on returns are not refundable. We do not offer refunds for shipping charges, including but not limited to domestic Ground, Express or International shipping. Please be advised that we are unable to refund any fees imposed by an entity such as customs or brokerage fees.

### **Manufacturing Defects**

Items with manufacturing defects must be sent directly to Lankota Group in accordance with the Warranty terms after our 30 day return window has passed.

### **Return and Exchange Instructions**

We have created a hassle-free Return and Exchange process with step-by-step guidelines for your convenience. To return or exchange an item, please follow these simple steps:

- 1) Fill out and submit an RGA Request Form online to obtain a Return Goods Authorization (RGA) number. **No return or exchange will be accepted without an RGA Number.**
- 2) Once your RGA request is submitted, you will see a page with Return Instructions and Merchandise Return Summary which contains an RGA number that is valid for 10 business days.
- 3) Pack the item securely using as much of the original packing material that was left. Please note that we do not accept COD shipments. Please use carriers that offer deliver notification such as UPS, USPS, DHL or Fed-Ex. Using one of these carriers will make shipment tracking possible. Please be sure to insure the package for full value of the merchandise. The merchandise is still your property until it reaches our warehouse and we are not responsible for any shipping damages occurring at this point.

**Please remember** to include all the contents such as accessories, and instruction manuals that came in the original order.

**Please note that we are not responsible for lost or stolen returned merchandise before it reaches our warehouse and it signed for by one of our team members.**

- 4) You will get a notification as soon as the return has been processed.

All returns are processed within 20 business days of the receipt of returned merchandise. Refunds, when applicable, will be issued as soon as possible, no more than 20 business days. Credit card companies vary in their processes of posting credits back to your account.

### **Policy Exceptions**

We are unable to accept returns or exchanges on the following items:

- If an item has been installed, we are unable to accept its return.
- Customized or personalized products of any sort.
- Special order items.

- Hazardous items.
- Any international order.