

# ecological™

## **RETURN POLICY**

Ecoological™ strives to supply products which you will love. If you are not completely satisfied with your purchase, you may return a product within 30 days of receiving your order. The product must be in new condition and include original packaging, all parts and paperwork. Ecoological™ does not accept returns of used products or products returned more than 30 days after delivery. All returns require authorization and a valid return authorization (RA) number.

## **RETURN INSTRUCTIONS FOR NEW PRODUCTS**

If you have decided to return a product, you will need a Return Authorization (RA) number. All returns require an RA number. A RA number can be obtained by contacting the Ecoological™ customer service department at 1-866-300-9606. Please be prepared to give your order number, product description, and the reason for the return. You will be given a RA number and instructions to return the product. When the product arrives at Ecoological™, it will be inspected. Upon verifying the product has not been used and is still in new condition, your account will be credited. The credit will equal the cost of the product less a 15% restocking fee. Outbound and return shipping costs are not refundable. Please remember, only new and unused products can be returned. A return must be initiated within 30 days of receiving your order. Credit will not be given for returns without a valid RA number, original packaging, missing parts or paperwork. Please allow 5-10 business days to process your return credit after it has arrived at Ecoological™.

## **RETURN INSTRUCTIONS FOR WRONG OR DEFECTIVE PRODUCTS**

If you received the wrong product or a defective product, please contact the Ecoological™ customer service department at 1-866-300-9606 within 30 days of receiving your order. Be prepared to give your order number and the reason for the return. You will be given a RA number and instructions to return the product. When the product arrives at Ecoological™, it will be inspected. Upon verifying the product was shipped incorrectly or has a manufacturer's defect, you will be contacted and will have the option of receiving a replacement product or a refund. Replacement product will be sent to you at no additional cost. If you choose a refund, your account will be credited the full cost of the product including outbound and return shipping. Please remember, a return must be initiated within 30 days of receiving your order. A valid RA number, original packaging, all parts and paperwork must accompany your return. Please allow 5-10 business days to process your return credit after it has arrived at Ecoological™.

## **LIMITED WARRANTY**

Ecoological™ products are guaranteed to be free of manufacturer's defects and to perform as advertised when properly installed and used as intended. If a defect is found, the product may be returned within 30 days of receiving your order. Please reference Ecoological's return policy. Ecoological™ is not responsible for product defects which are caused by improper use, neglect, abuse, improper installation, accidents, or other uses not described in the product literature. Ecoological™ is not liable or responsible for the customer's costs associated with improper use, neglect, abuse, improper installation, accidents, or other uses not described in the product literature. Furthermore, Ecoological™ is not responsible or liable for personal property which is stored in or which interacts with Ecoological™ products.

**Ecoological™ Customer Service**  
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