



### **30 Day Return and Missing Item Policy:**

#### **30 Day Missing Item Policy:**

Please Inspect all content of package carefully and within 30 days of receiving your item(s).

If you feel you have any missing items, you must contact Drive Unlimited by either emailing warranty-retrunes@driveunlimited.com or by calling 877.923.8884 within 30 days of receiving your item (s). No items will be sent or replaced after 30 days.

#### **30 Day Return Policy:**

You may return items that are complete and like new for any reason within 30 days. Some Exclusions may apply:

Items must be new. Drive Unlimited may refuse a customer return or charge a restocking fee when the returned item is not like new. Examples of conditions that will lead to refused returns or restocking fee include but are not limited to the following:

- A different serial number than the one Drive Unlimited originally shipped.
- Missing parts or lack of the original product packing material.
- Damage caused by improper installation
- Damage because it was improperly packaged for return shipment.
- Heavy Use
- Damage from drops, spilled liquid, mishandling etc....

#### **1. Get a Return Authorization form**

Call 1.877.923.8884 to request a return authorization form. Please also see other side for this form as well. Returns will NOT be accepted if they do not have completed return authorization form.

#### **2. Pack your items carefully**

Returned items must be new and in the original packaging, complete with all original accessories and manuals. In order to protect products in shipping, Drive Unlimited over-boxes most products, please use the original over-box and packaging. Drive Unlimited will not be responsible for shipping costs on returns, it will be the responsibility of the customer to pay for any charges incurred to return item(s).

#### **3. Once Items are received by Drive Unlimited:**

- You will receive notice that items have been received and items will be evaluated by Drive Unlimited.
- If refund or exchange is appropriate Drive Unlimited will either refund original card used for purchase, provide in-store credit or send replacement item.
- If refund or exchange are not appropriate due to criteria stated above or any other circumstances you will be contacted to discuss reason for denial and next steps.

Drive Unlimited reserves the right to deny any returns.