



## Parts Return Policy

All returns must be authorized by our support team at:

**Support@ekkolifts.com**

- 1)** In the case that the part arrives damaged or defective you must notify our support team within 1 week or 7 days of arrival. Please provide pictures and/or videos of the damage/defective part, including any damaged packaging if applicable. Failure to notify and provide proper documentation may negate any refund or credit to your account. The original purchaser of the product is responsible for freight, incoming and outgoing.
- 2)** In the case that a incorrect part was ordered or the part is no longer needed, you must notify us within 1 week or 7 days of its arrival. You must provide documentation such as picture of the incorrect part along side the correct part that is needed. Failure to do so may result in your return being denied. The original purchaser of the product is responsible for freight, incoming and outgoing. When the return is received it will be evaluated and must be in good working condition or the refund/credit will be denied. Once the return has been received and evaluated in good condition you will receive a refund/credit on your account, a 20% restocking fee will be applied.
- 3)** In the case that an incorrect part was received, you must notify us within 1 week or 7 days of its arrival. You must provide documentation such as a picture or video of the incorrect part along side the correct part that is needed as well as any order paperwork proving the incorrect part was shipped. Failure to do so will result in the return being denied. The original purchaser of the product will be responsible for freight, incoming and outgoing.