

Refund policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@apolloliftus.com. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at info@apolloliftus.com.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if

the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

Return Policy

Personal Reason

The customer may return an item to Apollolift for a refund within 30 days from delivery if the item is unopened/unused and in original condition. If the returned product is unopened/unused with the original condition, the total cost of the product including taxes will be refunded. However, Apollolift charges a 15% restocking fee and return shipping fee and there is no refund on the original shipping fee. If the returned product has been opened/used, we will inspect the returned product and charge for any damage found.

If the customer ordered a wrong product and would like to exchange for a different product, the customer will need to place a separate order for the new product.

Shipment Delays

Customers can cancel an order and receive a full refund prior to the order being shipped. After the order has shipped, the customer may return the item within 30 days

and Apollolift will refund the total cost of the order including taxes but excluding shipping fees. The customer will be responsible for a 15% restocking fee and return shipping charges.

Received Damaged

When the shipment arrives, please check for any damage or missing items right away. If the damage is unacceptable, please refuse the delivery and ask the carrier to send the shipment back. If the damage is acceptable, please notate any problems on the delivery receipt when applicable, and keep a copy of the delivery receipt for your records. If the problem is not notated on the delivery receipt, we cannot guarantee any compensation for damaged or missing items. By signing the delivery receipt, the signer is stating that they have received the shipment in acceptable condition. If you find out there are missing items or the product is damaged after you receive the shipment, you must report damage or missing items to apollolift in 5 business days after receiving. In all cases, please take a picture or video showing the damage and send to service@apollolift.com. Once the damage is confirmed, we will send you the replacement. After this 5-day period, Apollolift will not be responsible for any reported shipping damages or missing items. Apollolift cannot accept responsibility for damage incurred after the customer has signed for delivered products and does not report within 5 business days.

Once the damage is confirmed by Apollolift, the customer can choose to have the product repaired or return it for a replacement product at no extra cost. Apollolift will have our own technical support team to provide repair service. If the customer would like to repair the product through a third-party service provider, the customer must have authorization from Apollolift first.

Wrong Product Received

If the customer believes they received the wrong product, please do not open/use the product and contact Apollolift customer service immediately and provide the order number and picture of the product. If Apollolift confirms the wrong product was shipped to the customer, the customer should send the product back to Apollolift. Once the returned product is received, Apollolift will send the correct product to the customer at no extra cost.

Incorrect Quantity of Product Received

If the customer received the incorrect quantity of the product, please contact Apollolift and provide the order number and picture of the product and quantity of the product received. If Apollolift confirms the quantity of the product shipped to the customer is incorrect, Apollolift will send the missing product to the customer at no extra cost.

Missing Parts

When the customer receives the product, please make sure all the components and parts on the packing list come with the shipment. If there is a discrepancy, please contact Apollolift and provide the packing list and missing parts. Apollolift will send the missing parts to the customer at no extra cost.

Defective Product

If the product is not working properly, please contact Apollolift customer service for technical support. If Apollolift determines that the product defective and not able to be repaired, the customer can choose to receive a replacement for free or return the product and be fully refunded within one month.

In the event that Apollolift receives a product that the customer claims is defective and we confirm the defect upon our receipt of the product, we will refund the full product cost and, at the election of the customer, repair and/or replace the product, so long as the returned product's defect is not the result of misuse, customer modification/alterations, or use other than as intended. Repairs or replacements may include new or refurbished replacement parts, at our discretion, but the Apollolift Warranty will remain valid. Refunds, repair, and replacements will occur within a timeframe to be determined by Apollolift in its sole discretion. Restocking fees will not apply to defective products returned within the 14-day return period.

If we determine, in our sole discretion, that the returned product is not defective, then we will refund the full cost of the product but, in our sole discretion, reserve the right to charge for any return shipping costs we have incurred and a 15% restocking fee.

Return Procedure

All products or parts therefrom may be returned only upon prior authorization from Apollolift and its Manufacturer. Prior to returning any product, you must speak with a Returns Specialist at Apollolift to receive a Return Authorization (RA). The customer may contact us via e-mail at service@apolloliftus.com. your apolloliftus.com account or call 312-998-6659.

Do not return the product without a RA confirmation from Apollolift. Any packages received without a RA will be refused and returned to the customer at the customer's expense. All packages being returned must include a printed-out RA confirmation Email from Apollolift and have the RA# written on the outside of the shipment package.

It is the customer's responsibility to palletize/crate, strap, wrap, and/or box their product(s) for return shipment and pay any associated fees. The customer must re-create/box/palletize

returned products and all returned products must be accompanied with its original packaging, and include all accessories, components/parts, and documentation. Not

returning all accessories or components, will result in a fee, to be determined by Apollolift at their sole discretion, which shall be equal to the value of the missing components of the returned item, including without limitation, liquids,(such as oils and lubricants, fasteners, and bearings). Customers must clean and/or remove materials used on returned products. Apollolift in its sole discretion may refuse to accept returned items that have not been cleaned by Customer prior to return, or charge a fee for cleaning and/or removal of materials that may have been used on or in the returned item. Fees for missing components and cleaning or removal of materials from returned items will be deducted from any refund due to customer. When returning a product that may leak during transit, customers are responsible to ensure proper packaging and sealing to avoid any spill that may affect any other parts.

All products returned, where shipping is the responsibility of the customer, must be shipped by the customer via customer's preferred shipping method; however, Apollolift can provide shipping services at the customer's expense. We recommend using the most economical shipping method that can provide proof of delivery to confirm receipt on our end. Apollolift is not responsible for returned products lost in transit. We recommend adding tracking to your return to confirm receipt. Retain all tracking information as it will be used in the event that your package never reaches us.

Once the returned product arrives at our warehouse, it will be inspected and weighed as part of our return procedure. Products that have been modified, altered, tampered

with, or misused in any way may result in partial refund or refund denial. Products that are claimed faulty during the return process and are found to be fully operational during our inspection may result in refund denial and may be sent back to the customer at customer's expense.

After we received the returned product, it will normally take between 1-2 weeks for the refund to be issued. When completed, an email will be automatically sent to you with the refund amount and refund ID. Typically, refunds will be paid to your original form of payment. For orders that have been paid for by check, money order or cash, and where customer would like a refund and is qualified for a refund per the terms of this Return Policy, Apollolift will issue a check for the refund to the Customer.

About after-sales

Apollolift provide one (1) year in-Warranty service

1- Within 30 days of the receipt, if the trucks exhibit any quality problem, free maintenance will be provided, the customer need not bear any freight.

2- Within 30 days-1 year of the receipt, if the trucks exist any quality problem, free maintenance will be provided, in which case the customer will bear half of the freight.

3- After 1 year of the receipt, if the trucks exist any quality problem, customer will all maintenance and freight according to the quote.

It is crucial to us that you are satisfied with every interaction you have with us—not just your purchase, but also the return process should you need to use it. Please call us prior to returning an item, so that your return will receive the correct exchange or credit.