



## **Refund Policy**

### Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Customer pays for return shipping.

To complete your return, we require proof of purchase.

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

All refunds subject to a 15% re-stocking fee when returning. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [sales@ezpole.com](mailto:sales@ezpole.com).

### Sale items

Only regular priced items may be refunded, sale items cannot be refunded.

### Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@ezpole.com](mailto:sales@ezpole.com) and send your item to: 1489 East 363rd St, Eastlake OH 44095, United States.

### Shipping

To return your product, you should mail your product to: 1489 East 363rd St, Eastlake OH 44095, United States

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. All refunds subject to a 15% re-stocking fee when returning.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

**EZPOLE Flagpoles and Mounts**  
**1489 East 363<sup>rd</sup> Street Eastlake, OH 44095 P: 440.951.1011 E: [sales@ezpole.com](mailto:sales@ezpole.com)**