



## RETURN POLICY:

Customers may return the item within **30 days** from date of receipt. **Only new condition, non-modified, and uninstalled or unmounted items** in original manufacturers packaging, will be accepted for return within this time frame. Products may not be returned if they have been mounted/installed/modified without the customer paying a 30% restocking fee and will be inspected when the product is returned.

\*Original shipping costs are non-refundable, and customers are responsible for return shipment costs in any scenario.

Upon arrival of your purchase, we require that you inspect the shipment prior to signing for delivery. RSE is not responsible for freight damages and a claim will need to be submitted to the carrier. If the carrier manages to drop off a damaged package, please call our customer service department immediately. We shall assist you in placing a claim with the freight company.

After accepting the package from the freight company, we require you to inspect the product for any defects. Be sure to keep all manufacturer's boxes and packaging materials in the event of finding a defect as the **product must be returned in its original packaging**. If a defect/malfunction occurs outside our return policy (30 days); please refer to our **WARRANTY POLICY** and contact our customer service department prior to returning the merchandise, as it may be covered by that policy.

**Return Instructions:** Please fill out the online form at [www.rockslideengineering.com/returns](http://www.rockslideengineering.com/returns). All fields must be filled out and include the following: name, address, telephone number, email address, original purchase receipt, images, videos, and description of the issue. Upon receipt of your completed form, we will issue you an RMA (Return Material Authorization) number. All items should be returned within **15 days** from the date RMA is issued. Should you have discarded our shipping box and packing materials, take your product to the nearest FedEx location. They will package the product appropriately to keep it safe in transit. The Customer is expected to pay for all shipping materials.

## **Additional Return Information:**

**Order Cancellation / Modifications Instructions:** If you need to modify or cancel an order, please do so by contacting our Customer Service department. Order modification/cancellations can be made until the product has been shipped. If your order has shipped, you will need to use the normal return policy and fill out the return form online.

\*Should you choose to refuse the shipment due to anything other than freight damage, that shipment is subject to a 30% MSRP.

\*Undeliverable packages due to incorrect shipping address provided to RSE by customer are returned to us by the freight company, these returns will be charged 30% MSRP restocking fee.

For questions or concerns: please contact our office at 435-752-4580 and ask for the customer service department or email us at [sales@rockslideengineering.com](mailto:sales@rockslideengineering.com).