

RED HEAD INC RETURN POLICY

Returns

All Damages & Claims Must Be Reported Within 48 Hours Of Product Receipt. Most unused items may be returned for credit, less a 15% restocking fee, provided it's within 15 days of the original purchase date, and the following Rules are adhered to.

Rules:

1. Items must be in new condition with all tags in tact and in the unopened original product packaging. If you open it, it's yours.
2. You must contact us for a Return Authorization Number (RA#) within 72 hours of receipt of your purchased items. After receiving a RA#, the goods must be returned within 10 days. Return Authorization Numbers expire after 10 days.
3. Mark your RA# clearly on the package and ship the package via USPS Priority Mail that offers tracking numbers, being sure to insure the shipment for the full value of the merchandise.
4. No credit will be given on worn merchandise, items that you did not purchase from us and products that were altered by you.
5. Damaged and mistakenly shipped items may be returned via RA#, restocking fee will be waved and credit or exchange will be given.
6. Exchanges can be made via RA#. Once item has been inspected, you will receive a payment request via paypal for restocking fee and replacement shipping.

Returns received without a RA# will be refused by our Receiving Personnel. If your package somehow makes it into the building and if credit is not allowed, you will be contacted and asked if we should discard the products or return them to you at your own expense. If we are unable to contact you, or you do not respond, items will be discarded. To avoid these situations, always contact us for a Return Authorization Number (RA#) before returning any products.

Red Head Inc.

P.O. Box 5395

Novato, CA 94948

Email: sales@redrocker.com

Website: www.redrocker.com/store/