



## RETURN POLICY

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

Items returned will incur a minimum of \*10% restocking fee based on the condition and completeness of the item returned. Rigs4Less will determine the amount after complete inspection.

\*= Items not meeting the condition requirement may be subject to restocking fees greater than \*10% or rejected returns.

You must obtain a Return Authorization from us prior to shipping any equipment back. To submit a return request, call the office at (715-483-7070) or send an email to Rigs4less1@gmail.com

You will be responsible for paying for your own shipping costs for returning your item, plus a \*10% restocking fee. If you receive a refund, the \*10% restocking fee will be deducted from your refund. The credit/debit card fee of 3%, and/or handling fee are non-refundable. Any upgraded shipping charges (i.e. Expedited Shipping) are non-refundable.

You (the purchaser) can set up your own return shipment, otherwise Rigs4Less will handle the set up and execution of the shipment.

If you setup your own we will ask that you provide the tracking information for the return shipment. If you are shipping an item over \$75 you should consider purchasing shipping insurance. We can not guarantee that we will receive your returned item.

If 30 days have gone by since your purchase, unfortunately, we cannot offer you a refund or exchange. If your item is not in new condition and is not in the original packaging, we cannot offer you a refund or exchange.

Please verify all items are present before you accept the delivery. If the equipment arrives damaged or has missing items, notify Rigs4Less and the freight company on the spot before signing for the delivery. We require that you take notes, pictures, etc. and immediately notify Rigs4Less by phone call. All equipment leaves our warehouse in new, unused condition unless otherwise noted. If there are damages or shortages noted at the accepted delivery and you purchased route package protection, please contact us to file a report.

### **Refunds (if applicable)**

Once your return is received, items will be evaluated to ensure new condition before the refund is processed. If approved, then your refund will be processed, and if paid by credit card a credit will automatically be applied to your credit card or paid by check within 5-7 business days-minus the 3% card processing fee, the \*10% restocking fee, and the shipping cost to the customer or from the customer.

\*\*Note; in all instances regardless of circumstances, shipping is non-refundable. Shipping companies do not negotiate refunds therefore, we are unable to reimburse funds either for delivery or return of products.

### **Exchanges (if applicable)**

We may replace items if they arrive defective or damaged. You will be asked to provide photographs that provide a clear image of the quality issue or damage in question. If you feel that you have received the wrong product, please contact customer service within 72 hours of receiving the product.

If you receive a product and need support understanding its use or need support troubleshooting any issues you are experiencing, please reach out to us to ask questions or have us review your videos or photos of your concerns. Unless specifically stated, all products come with a 1-Year warranty with the exception of PRIME attachments which include a 2 year warranty; as well as pressure washers and compactors which include a 30 day warranty. Visit our Warranty Page for more details.

**Cancellations**

We try to get orders out as fast as possible. You may cancel your order prior to the order being processed. Once it is processed, we cannot cancel the order. Restocking fees apply even if the unit has not been shipped.

**SALES  
ASSISTANCE**

Call us at 715-483-7070

Monday - Friday: 8:00AM - 5:00PM

Saturday: 8:00AM - 2:00PM

Sunday: Closed