



AccuRain, Inc. Return Policy

If you are not completely satisfied with your purchase, simply contact us within 30 days of your invoice date for a no-hassle return.

Please follow these instructions to qualify for a return or exchange:

1) Send an email request to service@accurain.com, OR call (530-534-6015) with the following information:

- Full Name
- Phone Number
- Email Address
- Order Number
- Name of the product you are returning
- Reason for the return

NOTE: To expedite your return request, please be sure to include all information above in your email. Otherwise, your refund/exchange could be delayed.

2) Within 3 business days, a Customer Service representative will email you instructions for returning your item along with the return address and RMA Number.

RETURN POLICIES

- Request for returning an item must be submitted within 30 days of the invoice date.
- Upon receiving your request for a Return, a Customer Service Representative will email you return instructions with the address on where you need to ship your item back to, along with an RMA Number.
- Except in the case of a manufacturer's defect, return shipping charges are **not** refundable and initial shipping fees are **not** refundable.
- A 15% restocking fee will be charged if the product is returned unclean.
- All return items must be in "**re-sellable condition**" ** to qualify for a return or exchange.
- Once we receive your returned item, it will be examined to determine if it is in re-sellable condition. Please allow up to 7 business days for inspection and processing of the returned item.
- If the item is re-sellable, a refund will be issued to your credit card (minus the original shipping fees) within 30 days of receiving your returned item.
- If the item is found not to be in re-sellable condition, a Customer Service Representative will contact you to notify you of the inspection. Items that are not re-sellable will be shipped back to you, at your request.

**** Note about "re-sellable condition":** Items must be clean, undamaged and returned in the original packaging. Items displaying excessive wear are not eligible for a refund.

RETURN PROCEDURES

To prevent any delays in your refund, please follow these instructions:

- Returns must include a copy of the original invoice with the "RMA Number" and "Reason for Return" written on the invoice.
- Returns must include all components of the original manufacturers' package.
- After preparing your package for shipment, you must have the "RMA Number" labeled on the outside of the box in the lower left-hand corner.
- For your protection, **we strongly suggest you insure your package** for shipment. AccuRain, Inc. cannot be responsible for returned packages that are lost in the mail.

If you have any questions or would like to check the status of a return, please email us at service@accurain.com.