

## ORDER CANCELLATION POLICY

You (“the Purchaser”) may cancel your order, for any reason, and receive a full refund provided your order has not yet been shipped. All cancellations must be made by the Purchaser through the online cancellation process. RYTASH does not accept order cancellations via email. Once a product has shipped, the Purchaser is responsible for all shipping charges incurred, including return shipping costs in accordance with the Standard Return Policy set forth below.

## RYTASH RETURN POLICIES

### STANDARD RETURN POLICY

Standard Returns involve the return of RYTASH products purchased directly from RYTASH that were delivered to the Purchaser free of any damage or defects. Unless otherwise stated, RYTASH accepts Standard Returns on any of its products subject to the following conditions:

- **NEW Condition:** Any returned products must be in NEW condition. NEW condition means the product is free from any use, wear, damage, or alterations at the time the returned product is delivered to RYTASH. **Products that are not in NEW condition are ineligible for return and NO refund will be issued.**
- **Return Shipping:** The Purchaser is responsible for all return shipping costs. RYTASH is not liable for products that are lost or damaged during return shipping. All risk of loss lies with the Purchaser prior to the returned product being delivered to RYTASH.
- **Refund Process:** Refunds will be issued only after a returned product arrives to a designated RYTASH facility, and RYTASH verifies that the product has been returned in NEW condition. Purchaser should allow reasonable time for RYTASH to process and inspect the return prior to receiving a refund. RYTASH will provide a full refund for the product only. No refunds will be issued for return shipping costs. A 10% restocking fee will be deducted from the purchase price.
- **Timeframe:** Refunds will be accepted within 30 days of purchase.

### DEFECT RETURN POLICY

Defect Returns involve the return of RYTASH products purchased directly from RYTASH that were delivered to the Purchaser in defective condition. Unless otherwise stated, RYTASH accepts Defect Returns on any of its products subject to the following conditions:

- **Warranty Claim:** The Purchaser must first file a warranty claim to set forth the defect in the product. Filing a claim is easily done below on this page.
- **Return Shipping:** The Purchaser is responsible for all upfront return shipping costs. RYTASH is not liable for products that are lost during return shipping. All risk of loss lies with the Purchaser prior to the returned product being delivered to RYTASH.
- **Refund Process:** Refunds will be issued only after a returned product arrives to a designated RYTASH facility, and RYTASH verifies that the product was delivered to the Purchaser in defective condition. Purchaser should allow reasonable time for RYTASH to process and inspect the return prior to receiving a refund. RYTASH will provide a full refund for the product.

Thank you for being part of the HAPPY HAULING® Community. If you ever have any issue let us know and we'll take care of you. If you have any questions, please email us at [customerservice@rytash.com](mailto:customerservice@rytash.com)