

FRENDIX USA, LLC ("FRENDIX USA") offers a 14-day return or exchange on any product purchased from us.

Please read this entire Return Policy for specific requirements and eligibility.

Defective products

Defective products can be exchanged or refunded within the time periods specified herein. If you opt for an exchange, an equal item will be shipped to you. If such item has been discontinued or is out of stock, a refund will be issued to the same entity or individual it was charged to. See Exchanges, Return Requirements & Procedures, and Return of Defective Products below.

Return Merchandise Authorization (RMA)

Prior to returning any product, you must complete our [Return Form](#) to obtain an RMA # and return address. An RMA # can be obtained by contacting Customer Service (866-924-5438), who will guide you through the process. All products being returned must have a valid RMA# written on the outside. Any product received without an RMA may be refused and returned to customer at customer's expense. See Shipping & Handling Fees, below. Products are eligible for refund within our 14-Day return period. See 14-Day Return Period, below.

Exchanges

Exchanges on defective products only are allowed within 14 days from the time the product was delivered to customer. See 14-Day Return Period, below.

If (i) you purchased an incorrect item, (ii) you no longer need such item, or (iii) the product is not what you intended to order, you may return it to us at your expense in its original (unopened/unused) packaging condition for exchange. However, please be advised that a 20% re-stocking fee will apply. If the item you wish to exchange it for is of a higher value, you will be required to pay the difference.

If you opted for an exchange of an allegedly defective product, you must contact us for how to return that product. The return cost must be paid by you in advance, but you will be refunded this cost if we determine that your product was in fact delivered to you in a defective condition. Once the product is received and inspected, if found by us to have been defective when delivered to you, we will send you a replacement product at our expense. All return shipments to us must be made using our selected freight carrier, unless otherwise agreed to by us in writing in advance.

Note: If you received a product you believed to be defective and require a replacement product urgently (before we receive the product you are returning), you will need to place a new order for that item. Once the original product is received, if found by us to have been defective when shipped by us, a full refund will be issued back to you for the new order placed. See Return of Defective Products, below.

Canceling Orders

If you wish to cancel an order, you will need to contact us immediately to process your request. If your order has already shipped, you will need to request an RMA# to return the order and you will be responsible for return shipping fees and our 20% re-stocking fee. See Shipping & Handling Fees, below.

Return Requirements & Procedures

Customer must re-pack returned products on the same custom-made pallet that it was delivered on, unless that pallet was damaged during delivery to you, in which case you must first contact and take packaging direction from us before returning the unit. All returned products must be wrapped in the packaging materials the product was shipped to you in, and must include all accessories, components, parts, and manuals ("accessories"). Not returning all accessories, including without limitation, hydraulic oils, lubricants, fasteners, wheels, and bearings, will result in a fee to be determined in FRENDIX USA'S sole discretion. Customers must also clean and/or remove any materials used on returned products. FRENDIX USA, in its sole discretion, may (i) refuse to accept returned items that have not been cleaned

by Customer prior to return, or (ii) charge a fee for cleaning and/or removal of materials that have been used on or in the returned item. Fees for missing components and cleaning or removal of materials from returned items will be deducted from any refund due to customer. When returning a product that may leak during transit, customers are responsible to ensure proper packaging and sealing to avoid any spill that may affect any other parts of the product or any other items on the transport vehicle.

Once a returned product arrives at FRENDEX USA's warehouse, it will be inspected as part of our return procedure. Products that have been modified, altered, tampered with, or misused in any way may result in warranty coverage/refund denial. Products that are claimed faulty during the return process and are found to be operational during our inspection may also result in refund denial and may be sent back to the customer at customer's expense. See Shipping & Handling Fees, below.

14 Day Return Period

A product may be returned for refund or exchange within 14 calendar days after the date it was delivered to you. Any product that is return shipped after 14 calendar days from the date it was delivered to you may not be accepted by us and may be returned to you at your expense.

Shipping & Handling Fees

All products returned for a refund must be shipped by customer via FRENDEX USA's preferred shipping provider and method, as directed by us to you. FRENDEX USA is not responsible for returned products lost or damaged in transit. You must immediately provide us with a copy of any documentation provided to you upon the return pickup. You must also retain all return shipment tracking information provided to you until we have confirmed receipt of the returned product to you in writing.

Except for the return of items shipped in error by FRENDEX USA and defective products returned within the 14-day return period (as noted above), all shipping, handling, and insurance charges are additional charges payable by you and are non-refundable. If the wrong product was shipped to you, please contact us immediately to correct the error.

Failed Delivery

If an order shipped from our location is not able to be delivered to you by the shipping carrier because of an issue at your designated delivery location, re-shipment will be at your sole expense. The accuracy of all shipping information is solely your responsibility. You must review your quote from us and point out any errors in writing to us prior to our shipment to you. The delivery address must be accurate, and suitable for receiving heavy, palletized packages from the carrier. If a package is returned to us by the shipping carrier because of a situation it encounters at your designated delivery address, re-shipment will proceed only at your expense. See Shipping & Handling Fees, above.

Refund Processing Time

Once a returned product is received at our warehouse, it will normally take between 1-2 business weeks before any refund payable to you can be issued. Once our review of your return has been completed, an email will be sent to you stating the refund amount and return payment method. Any applicable refunds will be paid by check or by electronic transfer, at our discretion.

Return of Defective Products

In the event FRENDEX USA receives a product that you claim is defective and we confirm that the defect existed in the product prior to our shipment to you, then in our sole discretion we will repair or replace the product at no charge to you. FRENDEX USA is not responsible for any financial damage or injuries that are the result of any misuse, customer modification or alteration, or any use of the product other than as intended and explained in the FRENDEX USA product manual. Repairs or replacements may include new or refurbished replacement parts, at our discretion.

Replacements provided by us may be different, but functionally equivalent models. Refunds, repair, and replacements will occur within a timeframe to be determined by FRENDEX USA in our sole discretion.

If we determine, in our sole discretion, that the returned product was not defective when delivered to you, we will charge you for any return shipping costs we have incurred, plus our 20% restocking fee. See Return Requirements and Procedures, above.

Customer Self-Help

If prior to the return of an item, you would like to attempt a product diagnosis or repair, you have the option of contacting FRENDEX USA for assistance via telephone, email, or other modes of communication. In the event that you request such assistance from FRENDEX USA and are provided with any information or assistance from us, you agree that any attempt to self-diagnose or self-repair any product purchased through us, whether with off-site assistance from us or not, shall be performed at your own risk. FRENDEX USA will have no liability, responsibility, or obligation for any misdiagnosis, failure to repair, equipment or product breakage, or other related damages.

Any FRENDEX USA product that customer modifies or operates using auxiliary equipment not provided by FRENDEX USA is the sole responsibility of customer. FRENDEX USA is not liable for costs of additional modifications or auxiliary equipment, any damage arising from the modifications or auxiliary equipment, or for any injury to persons or damages to property arising from such modifications or additions to the product by customer.

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