

## **LIFT WARRANTY POLICY**

### **ALL CUSTOMERS:**

1. Every LIFT product is covered by a one-year (from date of purchase) warranty on manufacturing defects.
2. Warranties cover original manufacturing defects in material and/or workmanship, not normal wear and tear.
3. All products covered by this LIFT warranty program will be repaired or replaced. **LIFT headquarters will determine whether a product can be repaired or must be replaced.**
4. Products replaced will be replaced with the same size and model as those originally purchased.
5. Customer must obtain a warranty authorization number (from LIFT headquarters) and to include on the warranty return form before returning the product to LIFT. **A proof of purchase must be included with the warranty return form.**
6. All warranty returns must be sent to LIFT headquarters location in CA postage prepaid.
7. LIFT will pay freight costs for return of warranty repaired or replacement products to customer at regular ground rates within the first year of warranty **only if proof of purchase is provided.** Customer is responsible for any express shipping charges above regular ground.
8. When a product is in a backorder status, warranty replacements will be given priority when new product is received.
9. Dealers should advise their customers to direct all warranty questions or problems directly to LIFT headquarters. The decision for all warranty issues must come from LIFT headquarters directly to customer.

## **LIFT RETURN / EXCHANGE POLICY**

### **LIFT RETAIL CUSTOMERS:**

1. Any LIFT product may be returned within 30 days of date of purchase for a refund if purchased directly from LIFT, accompanied by a copy of the original invoice, is unused, and in new condition. There is no refund for shipping and handling charges.
2. A restocking fee will be charged for products returned for refund. (10% for returns \$250 or more, \$20 for returns \$50-\$200, \$10 for returns under \$50).
3. Products returned for credit toward a future purchase will not be charged a restocking fee. There will be no credit given for shipping and handling charges. Freight will be charged on any subsequent purchase using the credit balance.
4. If product was purchased elsewhere it should be returned to that dealer, unless there is a warranty or manufacturing issue. LIFT will not process refunds for retail customers for items purchased elsewhere.
5. Any LIFT product may be exchanged within 90 days of date from purchase if received by LIFT unused and in new condition. A shipping and handling fee will be charged.
6. Contact LIFT Headquarters in California to obtain a Return Authorization Number and Form. Call Toll Free 877.LIFT.444 or email [cs@liftsafety.com](mailto:cs@liftsafety.com) , before returning the product to LIFT headquarters. A copy of the original invoice must be included with the return and return form.

### **DEALERS & DISTRIBUTORS:**

1. LIFT products may be returned for a refund or credit as long as the product is unused, in new condition and can be restocked. Credit to be determined if the item is an older and/or discontinued style.
2. A restocking fee will be charged. (10% for returns \$250 or more, \$20 for returns \$50-\$200, \$10 for returns under \$50).
3. Dealers with credit terms will have their account credited. Dealers with COD terms will have a credit put on their account. Dealers paying by Credit Card will receive a refund on their credit card.
4. Dealers are to handle all non-warranty returns and exchanges of merchandise for their customers. This includes size or product exchange. *If LIFT handles a size exchange instead of the dealer, the customer will pay shipping both ways.* Other exchanges or returns will not be handled by LIFT for Dealer customers.
5. Contact LIFT Headquarters in California to obtain a Return Authorization Number and Form. Call Toll Free 877.LIFT.444 or email [cs@liftsafety.com](mailto:cs@liftsafety.com) , before returning the product to LIFT headquarters.