

3rd Party Platforms:

Amazon

- Items purchased from our Amazon store require the use of the Amazon platform to resolve any issues, per Amazon's policies. You can find the help link here:

https://www.amazon.com/gp/help/customer/display.html?nodeId=508510&ref=nav_cs_help

eBay

- Items purchased from our eBay store require the use of the eBay platform to resolve any issues, per eBay's policies. You can find the help link

here: <https://www.ebay.com/help/home>

DAMAGE, RETURN AND EXCHANGE POLICY

RK MAC SERVICE SOLUTIONS ("RK MAC") WILL NOT PERMIT ANY RETURNS, CREDITS OR EXCHANGES EXCEPT AS SET FORTH BELOW.

DAMAGED PRODUCTS

RK MAC will refund the cost of or replace products or parts that are delivered to the Customer in a damaged condition, provided:

- Customer must inspect the product packaging at the time of delivery for signs of damage and note all visible signs of damage on the bill of lading from the freight delivery company.

Examples of signs of damage are:

- Any VISIBLE damage.
- Rectangular-shaped holes where forklift blade have penetrated.
- Indication that the freight sustained a tip-over or strong impact.
- Indication that the freight was dented, opened, or crushed.

Customer is required to take digital photographs of all such signs of damage and to notify RK MAC WITHIN 24 HOURS OF THE TIME OF DELIVERY. If customer fails to note such signs of damage, it will conclusively be deemed that customer has accepted the delivery free and clear of all signs of damage.

- Customer shall also promptly remove the Product from its packaging and inspect the Product for actual damage. If actual damage is found, customer must, WITHIN 48 HOURS AFTER DELIVERY:

1. Contact the freight delivery company and advise it of the damage. Customer must obtain the name and contact information for the representative of the freight company and the date and time of all conversations or other contacts.
 2. Take digital photographs of the damage, notify RK MAC of the damage and send all photographs to RK MAC.
- Customer shall follow RK MAC's instructions for returning damaged products or parts to RK MAC. See additional requirements under "FREIGHT AND SHIPPING" below.
 - NO REFUNDS OR REPLACEMENTS WILL BE MADE UNLESS CUSTOMER FULLY AND STRICTLY COMPLIES WITH THE ABOVE REQUIREMENTS WITHIN THE TIME FRAMES NOTED.

RETURNS AND EXCHANGES OF RK MAC BRANDED PRODUCTS

THE POLICY AND PROCEDURES SET FORTH BELOW APPLY ONLY TO RK MAC BRANDED PRODUCTS ORIGINALLY SOLD UNDER THE RK MAC LABEL. RETURNS ON ALL OTHER PRODUCTS (EXCEPT AS NOTED IN "RETURNS OF NON-RK MAC BRANDED PRODUCTS" BELOW) ARE GOVERNED BY AND SUBJECT TO THE SPECIFIC THIRD PARTY MANUFACTURER'S RETURN POLICY – SEE "THIRD PARTY MANUFACTURERS" BELOW.

Returns and exchanges of unused products will be permitted only as provided below.

- A RK MAC branded product may not be returned after the expiration of the period of time specified in "RETURN PERIODS" below. The period shall start on the date of delivery. The RETURN PERIOD for RK MAC labeled products is THIRTY (30) DAYS from the date of delivery to Customer; other manufacturer's products are governed by and subject to that manufacturer's return policies. NOTE: Certain products may not be returned at any time; these are identified in "RETURN PERIODS" by the phrase "NO RETURNS."
- The RK MAC branded product must be unused and undamaged and, except as set forth below, must be in original packaging.
- All RK MAC branded products returned for refund in their original packaging will be subject to a restocking fee equal to 15% of the purchase price. However, if at the time of returning the product, customer either (a) purchases another product from RK MAC for a price equal to or greater than the original purchase price of the returned product ("Exchange") or (b) takes a Store Credit for that amount, then the 15% restocking fee will be waived.

- Unused and undamaged RK MAC branded products not in original packaging will be subject to a restocking fee equal to 25% of the purchase price.
- RK MAC branded products that show any sign whatsoever of damage or usage (including but not limited to the presence of botanical material, resins, cleaning agents, stickers or decals, or any damage, wear or tear) will not be accepted for return.
- Store Credits may be used for the purchase of products from RK MAC at any time, but may not be refunded.
- Prior to return, the Customer must contact RK MAC for instructions on how to return the RK MAC branded product. See additional requirements under “FREIGHT AND SHIPPING” below.
- NO CASH REFUND, EXCHANGE OR STORE CREDIT WILL BE MADE UNLESS CUSTOMER FULLY AND STRICTLY COMPLIES WITH ABOVE REQUIREMENTS WITHIN THE TIME FRAMES NOTED.
- ONLY THE ORIGINAL PURCHASER (OR GIFT RECIPIENT) MAY RETURN A RK MAC BRANDED PRODUCT FOR REFUND, EXCHANGE OR STORE CREDIT. PROOF OF PURCHASE WILL BE REQUIRED. A GIFT RECIPIENT MAY ONLY RETURN THE RK MAC BRANDED PRODUCT IF THE ORIGINAL PURCHASER IDENTIFIED THE PRODUCT AS A GIFT AT THE TIME OF CHECKOUT/PURCHASE.

RETURNS OF NON-RK MAC BRANDED PRODUCTS

RK MAC IS UNDER NO OBLIGATION TO ACCEPT RETURN OF ANY PRODUCT NOT SOLD UNDER THE RK MAC LABEL OR BRAND.

Returns of products not sold under the RK MAC label or brand are strictly as permitted under the particular Third Party Manufacturer’s policy. RK MAC has no responsibility for such returns. Customer must contact the manufacturer directly. For customer’s convenience only, RK MAC has provided links to certain manufacturers in “THIRD PARTY MANUFACTURERS” below. RK MAC makes no representation as to the accuracy of the link or whether it is current.

Note: Under certain circumstances and on a case-by-case basis, RK MAC may agree to accept return of a non-RK MAC product. The decision on whether to accept return of a non-RK MAC product is within the sole discretion of RK MAC. Customers must obtain written approval from RK MAC, and the provisions of “Returns and Exchanges of RK MAC Branded Products” above will apply, except as modified by RK MAC in its sole discretion.

FREIGHT AND SHIPPING

To be eligible for any Refund, Replacement, Exchange or Store Credit, the RK MAC branded product must be returned to RK MAC in strict compliance with RK MAC's Freight and Shipping instructions and the following procedures:

- Prior to returning the RK MAC branded product, Customer shall request Freight and Shipping authorizations from RK MAC;
- RK MAC, in its sole discretion will, select the shipping company and manner of shipment, send Customer a shipping label, and other needed paperwork for Customer to use in returning the RK MAC labeled product.
- The Customer will have responsibility to deliver the RK MAC labeled product to the Shipping Company or to arrange for pick up;
- RK MAC will pre-pay its designated Shipping Company for all freight charges, including insurance; however, in the case of RK MAC labeled products returned under "Returns and Exchanges," Customer shall reimburse RK MAC for such costs or at RK MAC's option, the amount of Refund, Exchange or Store Credit will be reduced by the amount of freight charge and insurance.
- Upon Customer's request, RK MAC will arrange for expedited shipping provided that Customer pays the additional costs for that service to RK MAC in advance of shipment.
- A Customer may return any RK MAC branded product by a carrier of its choice, but in such case, Customer will be solely responsible to make all arrangements and pay the shipping company direct for freight charges and insurance, and Customer shall bear the risk of loss or damage to the RK MAC branded product in transit. RK MAC shall have no obligation to Customer to replace any RK MAC labeled product, refund any amount or offer any Exchange or Store Credit for any product lost or damaged in transit shipped under this section 6.
- Customer shall be responsible for all regular freight and shipping for new products purchased by Customer through Exchange or Store Credit. RK MAC will be responsible for all freight and shipping of RK MAC labeled products or parts replacing damaged products or parts properly returned under "DAMAGED PRODUCTS."
- Customer shall be responsible for all regular freight and shipping for new products purchased by Customer through Exchange or Store Credit. RK MAC will be responsible for all freight and shipping of RK MAC labeled products or parts replacing damaged products or parts properly returned under "DAMAGED PRODUCTS."
- If, after inspection and testing, RK MAC determines that a product or part returned under "DAMAGED PRODUCTS" is fully functional, the Customer shall reimburse RK MAC, prior to RK MAC shipping the product back to Customer, for all freight incurred by RK

MAC for both (a) shipment to RK MAC from Customer, and (b) shipment back to customer.

TESTING/INSPECTION

All returned items are subject to inspection and testing by RK MAC. Inspection and testing usually takes 2 to 3 business days, but can be longer depending on particular circumstances.

RETURN PERIODS

All RK MAC branded products returned by Customer under “RETURNS AND EXCHANGES OF RK MAC BRANDED PRODUCTS” must be returned to RK MAC within thirty (30) days. The time period starts on the original date of delivery to Customer. For any products not sold under the RK MAC label or brand, the period and procedure for return is determined strictly and solely by the Third Party Manufacturer, and Customer is solely responsible for contacting and making arrangements with the Third Party Manufacturer.

NO RETURNS – the following items may not be returned:

Clearance or Refurbished Products sold to Customer – NO RETURNS.

THIRD PARTY MANUFACTURERS

Except as noted above in “RETURNS OF NON-RK MAC BRANDED PRODUCTS,” RK MAC will not accept returns or exchanges of any product that is not RK MAC branded. The Customer must contact the Third Party Manufacturer to determine whether returns are permitted and the terms and conditions that may apply.

As a convenience to RK MAC customers, the following is a list of certain Third Party Manufacturers whose products RK MAC sells and links their websites. RK MAC is not responsible for the accuracy of the link or whether it is current.

THIRD PARTIES, none at this time