



Easy Picker Golf Products, Inc.
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Return Policy

Easy Picker Golf strives to maintain excellent customer service and satisfaction with our products, but if for some reason you wish to return an item, please review the information below on how to initiate a return through your Easy Picker account.

Issue:

1. Incorrect Product

You are eligible for a full refund of the purchase price, including original shipping costs, if your return is the result of an error on Easy Picker's part. If you received the incorrect item, to receive a refund, you must return your order in the same condition you received it in within 21 days. If the item is not returned within 21 days, a 10% restock fee will be applied.

2. Damaged Item

In cases of damage, the return process can often be expedited by providing a digital image of the damage, along with a clear description of the problem, in an email to your Sales Representative immediately.

Large Shipments- *BEFORE SIGNING DELIVERY RECEIPT/ AT TIME OF DELIVERY*
Remove outer protective packaging from equipment and inspect for any damage which may have occurred during transit. If damage has occurred, DO NOT remove equipment from shipping pallet or discard any packaging materials removed during inspection. Notify the Freight Carrier/Driver (R&L Carriers 1-800-543-5589) immediately of the damage and make sure it is noted on the Delivery Receipt. Also, notify Easy Picker Golf of damage right away.

FAILURE TO PERFORM ANY OF THE ABOVE PROCEDURES IN A TIMELY FASHION MAY COMPROMISE ANY COVERAGE BY EITHER THE FREIGHT CARRIER AND/OR EASY PICKER GOLF PRODUCTS.

3. **Customer Does Not Want Item**

Easy Picker Golf is happy to accept **returns** if you've changed your mind about one of our products. However, our protocol may vary, depending on the item. We recommend contacting your Easy Picker Golf Account Executive directly before initiating these returns, as otherwise the return may be canceled. Please do not ship your item until you have received confirmation from your Sales Representative and were issued an RMA Number. If Easy Picker accepts your request, and if the product is returned within 21 days and is in the same condition you received it in, you will be refunded for the product. This WILL NOT include original and return shipping charges nor 10%-25% restock, which may also include additional fees.

4. **Warranty**

Easy Picker Golf, warrants most of our products against defects in material and workmanship for a period of ONE YEAR from the date of purchase. This warranty EXCLUDES any malfunction or damage due to abnormal use of the product or product operation not in compliance with the OPERATING INSTRUCTIONS section of equipment manual provided (manuals are usually provided for larger equipment only).

Shipping

Original Purchase Date is WITHIN 21 Days-

If an item needs to be returned for warranty and the original purchase date is within 21 days, Easy Picker Golf will replace the item/part and will cover all shipping expenses.

Original Purchase Date is AFTER 21 Days-

If an item needs to be returned for warranty and the original purchase date is after 21 days, Easy Picker Golf will replace the item/part but will not be responsible for ANY shipping expenses.

Please note that you must return all parts that will be covered under warranty, as this is the ONLY way you will receive credit.

How to request an RMA (Return Merchandise Authorization)

Please contact your Sales Representative at 1-800-641-4653 and inform your Representative of your issue. Your Representative will send you a replacement order and will also connect you with the Returns Department. The returns department will provide you with an RMA Number and provide you with further instructions, depending on what you will be returning and the reason.