

## Refund and Exchange Policies

Everything you buy from EPIC Incorporated is Satisfaction Guaranteed!

Please note the following Guarantee Policy Information:

Defective Items will be gladly exchanged and Shipping Charges will be credited towards shipment of a new item!

Shipping Charges are non-refundable! Only defective product shipping charges may receive credit.

All returns or exchanges must receive a RMA number prior to return shipment or we will not be able to process the order. The RMA number MUST be clearly marked on the outside of the parcel; ideally within the ship label. We reserve the right to refuse any return shipments that do not indicate a proper RMA signature on the parcel.

NOTE: When shipping product back to EPIC, customers should choose the same shipper as when the product was delivered, as well as insure the item for full value should anything happen during shipping.

Shipping Damage:

Our merchandise is shipped in packaging specifically designed to withstand the machinery used by the US Postal Service, UPS, and FedEx. These packages provide superior protection against damage during shipping.

Damage to merchandise caused by opening packages with a sharp object is not considered to be damaged in shipping nor a defect in the merchandise.

Merchandise damaged in transit is the sole responsibility of the carrier. EPIC inspects all of its in-stock merchandise prior to shipment and packages securely. It is your responsibility to inspect it completely while the driver is present and have him note any damages. If damages are found after delivery, call the carrier immediately for an inspection. DO NOT return any damaged merchandise to EPIC. If you do, the carrier may not honor your claim and the loss will become the sole responsibility of the customer. We are always happy to assist you with filing a claim.

If damage occurred during shipping, all original packaging must be included with the claim. This includes all stamps and markings of "Damaged in transit" applied by the US Postal Service, FedEx, or UPS.

All damaged claims must be made within 7 days of original receipt.

#### Lost and/or Late Packages:

Packages sometimes get lost in the mail. Please verify that all address information provided with the original order is correct. It can take several weeks for UPS, FedEx and the Postal Service to correct invalid addresses. UPS and FedEx packages are traceable using the tracking number at their corresponding websites. All lost package claims must be made within 20 days shipping.

Please check the transit time map for UPS Ground, FedEx Ground and First Class mail orders.

We cannot be held responsible for delays incurred by UPS, FedEx or the Postal Service as they are out of our control.

Packages lost due to incorrect address information are the responsibility of the customer. We cannot be held responsible for lost packages due to incorrect address information. The U.S. Postal Service provides a zip+4 locator at <http://www.usps.com> which can be used to determine the proper zip code.

#### Incorrect or Invalid Address:

If for some reason, the Postal Service, FedEx, or UPS is unable to deliver a package due to an incomplete or incorrect address and returns it to us; we will contact you for an alternate or corrected address.

Items must be in new, or as shipped, condition, with all packaging, literature, accessories, etc. included when returned (in same condition as shipped). If not, we reserve the right to refuse issuing a refund, or charge a restocking fee of 10%.

#### Manufacturer Warranty:

Some products sold by EPIC also carry manufacturer warranties (where applicable) which further enhance the exchange and return privileges of each product you purchase. These warranties protect you from basic defects and vary by manufacturer. For complete details of the manufacturer warranties, please call us at 770-925-8548 or e-mail us at [support@epicincorporated.com](mailto:support@epicincorporated.com)

RMA numbers MUST BE CLEARLY MARKED ON PACKAGING! If not clearly displayed, we may refuse the returned package!

Credits will be issued at roughly 30 days after receiving the returned product. The reason for this is to give EPIC sufficient time to inspect the returned product, process the paperwork, and issue credit to your account on completion of our procedure.

To receive an RMA number or if you have any questions, please e-mail us at [legal@epicincorporated.com](mailto:legal@epicincorporated.com)

Returned products should be sent to:

EPIC, Inc.

ATTN: RMA # \_\_\_\_\_

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