

SHIPPING DISCREPANCY

Please note that all fields indicated with a red asterisk are mandatory.

Policies

Please note that an RGA number is required for ALL returns. Return requests that do not have an RGA number (provided via email after the completion of this form) will be immediately rejected.

Guaranteed Sale Policy

Any Rack-A-Tiers product that does not sell within a minimum of six months and to a maximum of twelve months from the date of purchase, may be exchanged for other products. All such transactions are subject to approval.

Returned Goods Policy

Merchandise returned without an RGA number will be **refused**. All material must be new and unused, of current design, and in resalable condition. Products must be shipped freight prepaid to the warehouse. A 15% handling and restocking fee will be applied and credit memos can only be applied to future orders.

Warranties

Limited One Year Warranty

Rack-A-Tiers Mfg. will replace or issue credit for any Rack-A-Tiers product found to be defective or malfunctioning within one year of purchase. This warranty covers replacement of defective parts or product provided the failure is not due to abuse, abnormal use, or not by normal wear and tear. Invoice or proof of purchase is required. Please contact Rack-A-Tiers' head office for instructions.

By clicking / tapping the button below, I hereby agree that I have read and understand the policies required for submitting a return request.

I Agree