

## Our Commitment to Product Excellence

### Sales and Return Policy

#### To Return a Product

You must have a return merchandise authorization (RMA) number. Please call Customer Service at 1-800-865-7840 for an RMA, Monday – Friday, 8:30 am – 5:30 pm Eastern Standard Time (EST).

- Have your invoice number and customer code.
- Returned Merchandise must be shipped prepaid.
- An RMA number is valid for 30 days only.
- RMA number must be clearly marked on the shipping label – Macho will not accept returns without an RMA # on the label

Please follow this example and ship to:

Macho Products, Inc.

Attn: Return Goods Department

RMA# \_\_\_\_\_

10055 102nd Terrace

Building 2 Suite A

Sebastian, FL 32958

**Be sure to include your RMA # on the outside of each shipping carton and on all correspondence**

#### Packaging

Please package your return properly:

Pack equipment loosely to prevent wrinkling – DO NOT CRUSH Leave straps unfastened from gear.

#### What You Can Return

You can return new merchandise (this does not include anything that has been washed, worn, altered, or soiled) suitable for resale. It can be returned for exchange/refund within 14 days of purchase with no restocking fee.

#### What You Can't Return

Merchandise unsuitable for return includes:

- Products without an RMA#
- Merchandise that has been worn
- Merchandise that has been washed
- Merchandise that has been altered or soiled
- Discontinued merchandise
- Sparring equipment that is packed too tightly, which permanently changes the shape of the products
- Customized products

#### Restocking Charges

<u>Return Date</u>	<u>Restocking Charge</u>
15-30 days of purchase	15%
Within 90 days of purchase	20%
After 90 days	Not accepted

#### RedMan Corporate Warranty

Macho/RedMan warrants its products to be free from defects in materials and workmanship for 90 days from the date of purchase, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Macho/RedMan will, at its option, repair or replace non-conforming goods.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, MACHO'S/REDMAN'S LIABILITY AND THAT OF ITS VENDORS OF NEW GOODS SHALL NOT EXCEED THE VALUE OF THE GOODS SOLD. NEITHER MACHO/REDMAN NOR ITS VENDORS SHALL BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY. TO THE EXTENT ALLOWED BY LOCAL LAW, MACHO/REDMAN AND ITS VENDORS DISCLAIM ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.