

## **WPPO LLC Return Policy**

You can return any product that is unused, in the original packaging, and within 60 days of receipt. It is important your return is treated with the utmost urgency so we may process a Return Merchandise Authorization (RMA) well in advance of the postmark deadlines.

To initiate a return, please submit a request and include:

- Your original order number(s)
- The condition of your item(s)
- The number of parcels that you would like to return
- The reason for your return
- The items you would like to return
- A photograph of the unopened package(s)
- Your name, address, email address and phone number
- All returned items must be in new and unused condition, with all original packaging, all parts, assembly instructions, manuals, tags, and labels.

### **Will there be a cost for my return?**

All returns have a 10% restocking fee, and the customer is responsible for the shipping cost back to WPPO LLC. There will not be credit given for shipping.

There are certain situations where only partial refunds are granted. This may occur for any item not in its original condition, user damaged or incomplete or outside of the 60-day grace period, minus the 10% restocking fee.

If you are returning a WPPO LLC product from outside of the USA, the shipping cost will be deducted from your refund. We will let you know when you contact support.

## **How do I return a gift that was sent to me?**

If you're looking to return a gift, we'll be able to generate store credit for you in the amount that was originally paid.

The item(s) must be unused, in the original packaging, and within 60 days of receipt.

To initiate a return, please submit a request and include:

- Your original order number(s)
- The condition of your item(s)
- The number of parcels that you would like to return
- The reason for your return
- The items you would like to return
- A photograph of the unopened package(s)
- Your name, address, email address and phone number

All returns have a 10% restocking fee, and the customer is responsible for the shipping cost back to WPPO LLC. There will not be credit given for shipping.

## **What do I do if I have used my WPPO LLC product and I want to return it?**

We pride ourselves on our customer support and we will do everything that we can to ensure that you are satisfied with your order and experience.

Please submit a request for advice and tips to get the best results from your WPPO LLC product.

## **When can I make a return?**

You have until 60 days after the date of receipt of your goods to request a return.

