

MAX-Ability Return Policy

All returns must be pre-authorized by MAX-Ability. Please call 707-575-5558 for assistance.

1. **Ordered the wrong product or model.** A product may be returned if it is unused, has not been installed and is in the original packaging within 30 days of the delivery date. A 15% restocking charge may be applied to returned goods. The customer is responsible for shipping and insurance costs.
2. **Damaged product.** Please notify the delivery agent and MAX-Ability of any visible packaging or product damage at the time of delivery. Every effort is made to deliver a product in perfect condition. If there is problem with the initial product function or if there is damage to the product after unpacking, MAX-Ability must be notified within 7 days of the delivery date.
3. **On-site product purchase.** If a product is delivered by MAX-Ability without manufacturer packaging for product purchase and training, the product may be returned upon notifying MAX-Ability within 48 hours (two working days) after delivery. Restocking and delivery charges may apply.