

Links Unlimited - Return Policy

Please read the return policy carefully.

To request a RMA:

Call: 866-895-4657 or email: returns@linksunlimited.com

Links Unlimited Return Policy Overview:

Links Unlimited®, Inc. will exchange or refund merchandise purchased **within 30 days** of product receipt, in **new unused condition and in the original packaging**. Returns are subject to a **restocking fee of 15%**. You must contact a customer service representative to request a RMA (Return Merchandise Authorization). Items returned to us without an RMA will be refused. After we receive your return, please allow ten business days to process your transaction.

Exclusions:

- Missing, miss-shipped or damaged claims must be reported within three days of package delivery. Claims made after three days will not be eligible for an RMA due to carrier requirements.
- Shipments using a Third-Party account number are FOB origin.
- Custom orders, assembled or altered components, personalized/branded items and media are nonrefundable.
- Links Unlimited uses a third-party decorator. Units are shipped upon receipt of PO and payment. Any adjustments to quantity after order submission are subject to the 15% restocking fee and return freight to Links Unlimited.
- Bulk shipment orders (10 or more units) are non-returnable.
- Free goods, received as part of a promotion, are not eligible for exchange or return. Used merchandise may also be refused.
- **Manufacturer's Warranty Claims/Defective Returns**
Embellishment on item voids manufacturer's warranty. For warranty/defective product issues, you must deal directly with the manufacturer. Warranty information is included with manufacturer's products or may be found on their respective websites.
Please contact Links Unlimited if you have difficulty locating the warranty information.

How to Return Merchandise:

You must obtain a RMA (Return Merchandise Authorization) prior to returning an item to Links Unlimited by calling 866-895-4657 or emailing returns@linksunlimited.com. If the return is approved, you will receive an email with the RMA notification attached. You must then ship the return package to the address listed below. If the return was due to a Links Unlimited shipping error or damage in shipping on the Links Unlimited account, Links Unlimited will provide a prepaid UPS return label.

- 1) Print the RMA.
- 2) Prepare the package (re-using the original shipping container whenever possible).
- 3) Put the RMA inside the box.
- 4) Ship the package to the address found on the return label. If you are shipping back with an RMA and not a UPS return label, use the address listed below:

Links Unlimited
RMA# [Write Your RMA #]
1101 Regina Graeter Way
Cincinnati, OH 45216