



## **Gyro Trac's Standard Return and Refund Policy**

Gyro Trac guarantees the quality of every product we offer. If you are not 100% happy with your purchase for any reason, we will gladly accept any returns for a full refund or exchange within 30 days of purchase. This excludes refurbished and custom built items. Simply call us within 30 days of receiving your purchase for return authorization. Receipt of any product(s) sold, distributed, or manufactured by Gyro Trac returned to Gyro Trac must occur within 15 days of the issuance of the approved return.

All returns require an RMA (Return Merchandise Authorization) number, which can be obtained by contacting our Customer Service Department.

All returns received for a refund beyond 45 days of receiving your product are subject to a 15% restocking fee and is calculated based on the original invoice for the item(s).

Removal or alteration of a product's serial number or serial number sticker will automatically void Gyro Trac's Return and Refund Policy. Products that are returned to Gyro Trac with a missing, damaged or altered serial number will be refused RMA service and returned to you.

All returned products must be in original condition and packaging; otherwise additional charges may be applied. . Unfortunately, we cannot take returns of products that have been assembled or modified.

Unless the return or exchange is due to an error on our part, we cannot refund shipping and handling. We will issue a credit to the account or credit card used for the original purchase.

All custom orders or non stock items will be subject to a 25% restocking fee and will require an RMA number.

Refurbished items are not subject to this return policy and thereby will not be accepted for return or refund.

### **Shipping Delays**

We always try our best to make sure your order gets where it is going in a reasonable amount of time. Of course, there are some things that are beyond our control like weather, delivery error and shipping schedules. Regardless of the reason for the delay, we will always do our best to help you. Contact us with any concerns or problems. Gyro Trac is not responsible for shipping delays caused by DHL, UPS, Greyhound, FedEx or any other shipping service due to weather or other circumstances beyond our control. All orders require a street address and phone number and may not be shipped to P.O. boxes. The package will not be left at the delivery address without a signature. Gyro Trac will not be responsible for packages that are returned to us undeliverable- the customer will still be charged. If a returned package needs to be shipped out a second time, the customer will incur a second shipping charge.