

EQUIPMENT RETURN POLICY

IRINOX NORTH AMERICA, INC.
EFFECTIVE JANUARY 01st 2021

Restocking Fees and Return Shipping Fees

Returns are subject to restocking fees of 25% of the invoiced price and return shipping fees, which must be paid in advance. 10% of the invoiced price will be charged, on top of additional restocking fee, for any loss or damage to equipment and/or hardware during return shipment.

For products that are eligible for return for replacement, the return shipping labels are free for returns for replacement of the same item within the applicable return policy period. IRINOX does NOT charge for restocking fees or return shipping labels for returns of factory defective products, or if you received the wrong item, the item did not match what was shown on the IRINOX website or AutoQuotes digital application, or if we have made some other shipping error, provided the item is within its return policy period, and in accordance with the Return Policy.

For returns of unopened items that are returned in the original condition as shipped within its return policy period, and in accordance with the Return Policy, IRINOX does charge for restocking fees and customers are responsible for any return shipping costs. In the event a product is returned that is not defective or where the product does match what was shown on the website, or in the event of any perceived abuse of IRINOX client satisfaction guarantee, at the sole discretion of IRINOX, a refund, return or exchange may not be honored.

North America Return Policy

7-Day Return Period for Certain Products and Accessories: All IRINOX equipment, with exception of Remote Roll-In systems, may be returned if requested and approved by Irinox North America within 7 calendar days from the date on the packing slip or invoice for a refund or credit of the purchase price paid. Note that your refund or credit may be reduced by the amount of shipping and handling fees and any applicable restocking fees (as further described below). Any product returned to IRINOX without prior authorization from IRINOX will be considered an unauthorized return, and you will not receive a refund or credit for the product and IRINOX will not ship the product back to you. All approved returns must be shipped in the original packaging and received by IRINOX within 7 calendar days of the return approval date otherwise the amount of refund or credit may be reduced or eliminated if the product(s) are returned late.

Full Refunds: If you return an item within the item’s return policy period, and in accordance with the Return Policy, you will receive a full refund to the original form of payment* for the items listed below.

You return	You receive
Defective or wrong items through no fault of your own. Items that did not match what was shown on the Site.	100% of the item’s purchase price AND free return shipping label

Partial and NO refunds: If you return an item within the item’s return policy period, and in accordance with the Return Policy, you may receive a partial refund to the original form of payment* for the items listed below.

You return	You receive
Unopened stock items purchased through IRINOX that are returned in the original condition as shipped.	75% of the item’s purchase price and you are responsible for any return shipping costs

There will be NO refund to the original form of payment* for the items listed below. Returns for these reasons will also require IRINOX Customer Service assistance.

You return	You receive
Non-defective items that are returned unopened and outside of the return policy period	NO REFUND
Items not in original condition, damaged, missing accessories, retail box, or showing obvious misuse not due to IRINOX error.	NO REFUND

ROLL-IN order refunds: Custom Roll-in equipment orders, once placed with the factory, will **NOT** be eligible for refund and remain the full responsibility of customers to remit payment to IRINOX.