



### Ironmaster Return Policy and Instructions

All returns must be authorized by Ironmaster. Equipment returned within 30 of days receipt but not for satisfaction reasons will be accepted but the shipping charges will not be refunded and the return shipping costs will be deducted if prepaid return labels are sent.

All items must be packed up in the original boxes and ALL the internal plastic and separators must be used to help prevent shipping damage on the return transit. Hardware should be taped together and/or put into a plastic bag as well as located to prevent scratching of painted parts. Even chrome plated parts should be packed with separators to prevent dents and dings that can occur with this heavy gear. Be sure to use plenty of strong packaging tape, especially on boxes of weight plates, to keep the boxes held together. Any loose parts should be secured in place to prevent movement. Do not apply tape directly to the parts inside as this leaves residue that will require excessive cleaning.

**Important: Please include the original invoice or a note with your contact information so we can look up your order file.**

If you are missing any of the original packaging or are unsure how to re-pack, please contact Ironmaster for additional instructions or details on using alternate materials.

Per our return policy, items received back without the original packaging or in poor condition upon inspection caused by inadequate packaging or missing items may be assessed a refurbishing or replacement fee which will be deducted from your refund. This will be a minimum of 15%. Light signs of use are expected and will not be assessed fees. Ironmaster will refund your payment method within 2-3 days receipt at our warehouse.

After you submit a return request we will review and then get back to you with the shipping plan. We may send return shipping labels or in some cases Ironmaster will arrange for the carrier to come and pick up when items are all ready to go.