

RETURN POLICY

Prior to any return, customers must contact Windy Nation with their original sales order number and obtain a Return Material Authorization (RMA) number. The assigned RMA number is valid for 30 days from the date issued and the return must be received in that time frame. The customer is responsible for return shipping charges and encouraged to use only reputable carriers capable of providing proof of delivery and insurance for the value of the shipment. Windy Nation will only provide a prepaid waybill or reimburse the return shipping costs if the return is a result of our error. Custom built items are non-returnable.

REFUND RETURNS

Unless otherwise stated, to be eligible for a refund, merchandise must be returned in the original packaging within 30 days from original delivery. The return must be in new and resalable condition with original manuals and all accessories included. If any component of the returned product is missing, Windy Nation may reject the return or choose to impose additional charges. A restocking fee will be charged for all returns as follows:

- 1 to 15 days from receipt: 18% restocking fee applied
- 15 to 30 days from receipt: 25% restocking fee applied
- >30 days: Store Credit ONLY - 30%+ restocking fee applied; See Exchange Returns.

From receipt of return, a minimum of 48 hours is required to inspect the returned item prior to issuing a refund or credit. Shipping charges are non-refundable.

EXCHANGE – CREDIT RETURNS

Unless otherwise stated, to be eligible for an exchange or credit, merchandise must be returned in the original packaging with original manuals and all accessories included.

- Wrong Orders: If you receive a different item from what you ordered, Windy Nation will ship the correct item and provide a prepaid return label to return the incorrect item.
- Dead On Arrival (DOA): Items that fail within 10 days of receipt and the failure is not a result of customer negligence, Windy Nation will provide a replacement item, either in advance or once the defective item is returned; a prepaid return label will be provided.

All other exchange-credit returns within 30 days of receipt are subject to a \$4.00 flat rate or 10% restocking fee (greater of two). After 30 days, a minimum 30% restocking fee applies.

WARRANTY RETURNS

In the event there is a technical problem that occurs with your product upon receipt or installation of your product, please contact us and attempt to diagnose the problem. If a faulty item is detected and the unit is within the warranty period, an RMA number will be provided along with return instructions. Windy Nation will repair or replace the item at their discretion, within 14 days of receipt of return.

THE RIGHTS DESCRIBED ARE APPLICABLE ONLY TO CUSTOMERS WHO HAVE PURCHASED PRODUCTS DIRECTLY FROM WINDY NATION OR HAVE DIRECT SUPPORT PRIVILEGES. WINDY NATION SHALL NOT ACCEPT ANY WARRANTY OR OTHER RETURN OF PRODUCTS PURCHASED FROM ANY THIRD PARTY.