

Maxx'd Out Board Co.

9401 Ridge Rd., Goodrich, MI 48438

Company Policies

RETURNS AND EXCHANGES

Maxx'd Out Board Co. is committed to 100% customer satisfaction. If for any reason you would like to return the unused product, follow these guidelines.

- Items must be returned within 30 days from date of purchase.
- E-mail customer.service@maxxdoutboardco.com for a Return Authorization number. This number must be on all boxes.
- No refunds or exchanges without a valid RA#
- Send the unused product(s) back to us insured for the full value.
- FedEx, UPS or USPS traceable only
- Customer is responsible for all return shipping costs.
- Upon inspection of returned product, *Maxx'd Out Board Co.*, at its discretion, will issue a full or partial refund to the credit card used for the purchase less the original shipping charges. All returned items that were shipped with the free shipping promotion will be credited less the actual shipping costs.
- Customer pays price difference and new shipping costs on exchanged merchandise.
- Sorry, no returns or exchanges on closeout or sale items.

UNAUTHORIZED RETURNS

Please read the section above regarding return product procedures. Any unused items returned with out a valid Return Authorization will be assessed a 20% re-stocking fee and credited less the original shipping costs. Any used items will be denied a refund and returned to the customer at his/her expense. Warranty items are subject to inspection and only eligible for repair, replacement or disposal.

REFUSED SHIPMENTS

Any refused shipments will be charged a 20% restocking fee and credited less the original shipping costs.

SHIPPING ERRORS

It is our intention to process each order with 100% accuracy. Please accept our sincere apologies in advance for any shipping errors. Please call or e-mail us immediately to report the error. We will promptly send out the correct replacement product and pick up the incorrect items at our expense.

LOST/MISSING SHIPMENTS

Lost or missing shipments must be reported to *Maxx'd Out Board Co.* within 5 business days of the expected delivery date. Should our shipping company show the lost or missing package as delivered, you will need to sign an affidavit attesting to the fact that the package was indeed not received by you. Any unreported lost or missing

Maxx'd Out Board Co.

9401 Ridge Rd., Goodrich, MI 48438

shipments are the responsibility of the customer and *Maxx'd Out Board Co.* shall assume no liability for unreported missing or lost shipments.

DAMAGED SHIPMENTS

Should you receive any product that has been damaged in shipping please call or e-mail us immediately. It is important that you DO NOT discard the damaged packaging. We will have the shipping company pick up the damaged package and we will send out a replacement when the damaged item is received and inspected at our warehouse. All damage claims must be reported within 5 business days of receipt of goods. Any claims reported after 5 business days are subject to denial.

Order Acceptance Policy

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. *Maxx'd Out Board Co.* reserves the right at any time after receipt of your order to accept or decline your order for any reason. *Maxx'd Out Board Co.* reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. All orders placed over \$2000.00 (U.S.) are subject to pre-approval with an acceptable method of payment, as established by *Maxx'd Out Board Co.*. We may require additional verifications or information before accepting any order.

Sales Taxes

Maxx'd Out Board Co. shall automatically charge and withhold the applicable sales tax for orders to be delivered to addresses within the state of Michigan. Each customer shall be solely responsible for all sales taxes, or other taxes, on orders shipped to any other state.

Release of liability and hold harmless agreement

The customer/purchaser/user, and/or the legal guardian of same, (herein referred to as 'customer') of any product from *Maxx'd Out Board Co.* hereby agrees to the following...

Customer is aware that skateboarding, wakeboarding, and wakeskating are hazardous activities. Customer understands that these sports, and the use of skateboarding equipment, involves risk of injury and that customer is participating in these activities voluntarily with the knowledge of the danger involved. Customer hereby agrees to expressly assume and accept any and all risks of injury or death as the user of this equipment.

Customer agrees that he/she releases *Maxx'd Out Board Co.* and it's designated representatives from any and all responsibility or liability for injuries, death or damages while using this equipment.

Maxx'd Out Board Co.

9401 Ridge Rd., Goodrich, MI 48438

Customer is aware that this is a complete release of liability for every product purchased from *Maxx'd Out Board Co.* and is in effect indefinitely.