



Return Policy

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1. Merchandise will be accepted for credit, exchange, or replacement only when a Return Merchandise Authorization (RMA) has been issued by contacting customer service by phone (877) 767-9462 or by email sales@adaptiveimports.com.
2. RMA must be requested within 30 days of original shipment. The returned product must be received within 30 days of the RGA being issued. No credit will be issued for any products received after 60 days.
3. The dealer is responsible for the cost of returning the product and assumes all responsibility for damage in shipping the returned goods. Shipping insurance is recommended.
4. Please pack items carefully and wrap painted items and trays individually to avoid scratching, chipping, etc. Any items shipped to you via truck/freight should be returned by the same method.
5. Any returned goods that are damaged (not like-new condition) due to misuse, inadequate packaging, or mishandling will **NOT** be credited to the dealer account.
6. Hygiene products are non-returnable.
 - a. HeadAloft is nonreturnable if box and/or packaging is opened.
 - b. JENX Dreama covers are nonreturnable if dispensed from packaging.
7. All returned merchandise is subject to a 20% restocking fee.
8. If the reason for a return is the result of Adaptive Imports' error (e.g., we shipped the wrong item or to the wrong location), we will issue full credit including return freight charges.
9. **THE RMA NUMBER MUST BE CLEARLY PRINTED/MARKED ON THE OUTSIDE OF THE RETURN BOX.**
10. Send the returned product to our warehouse at the following address:

Adaptive Imports
2760 Circleport Dr.
Erlanger, KY 41018