

RETURN POLICY

PRIOR AUTHORIZATION REQUIRED ON ALL RETURNS.

Return Merchandise Authorization (RMA) Number Request call 1-800-327-6812

Sales & Return Policy

We are happy to make any changes necessary for fit or preference. Please note that CLEARANCE items are not returnable. For all other products, simply follow the steps below, and we'll get you a replacement or credit within 7 days of receiving your returned product.

What You May Return

You may return new, suitable merchandise for resale; this does not include anything that has been washed, worn, altered, soiled, or damaged. Returns are accepted for exchange/refund within 15 business days from the date of purchase.

What You Can't Return

Merchandise not suitable for return includes:

- **CLEARANCE items are not returnable**
- Products without an RMA#
- Merchandise that has been worn or used
- Merchandise that has been washed
- **Merchandise that has been altered, soiled, or damaged**
- Discontinued merchandise
- Sparring equipment that is packed too tightly or with straps wrapped around it, which permanently changes the shape or smooth surface of the product
- Customized products

Restocking Fees & Return Shipments

Wholesale customers who place orders and refuse delivery will be subject to pay the return shipping and a 15% restocking fee. An RMA # must accompany all returns.

Sales & RMA Numbers

Request a Return Merchandise Authorization (RMA) Number from Macho Customer Service.

Call Customer Service at

1-800-327-6812 for an RMA

Monday - Friday

8:30 am - 5:00 pm EST (excluding holidays).

- An RMA number is valid for 30 days only.
- The RMA number must be clearly marked on the shipping label.

Macho will not accept returns without an RMA # on the label.

Please follow this example and ship to:

Macho Products, Inc.

Attn: Return Goods Department

RMA# _____

10055 102nd Terrace Building 2 Unit A

Sebastian, FL 32958

BE SURE TO INCLUDE YOUR RMA# ON THE OUTSIDE LABEL OF EACH SHIPPING CARTON AND ON ALL CORRESPONDENCE. PLEASE PACKAGE YOUR RETURN PROPERLY:

- Pack equipment loosely to prevent wrinkling - DO NOT CRUSH
- Leave straps unfastened not wrapped around it.
- Replacement orders will be shipped after return merchandise is received.
- Shipping charges may apply.

BE SURE TO INCLUDE YOUR RMA# ON THE OUTSIDE OF EACH SHIPPING CARTON AND ON ALL CORRESPONDENCE

Macho Corporate Warranty

Macho Products warrants its products to be free from defects in materials and workmanship for 60 days from date of purchase, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Macho Products will, at its option, repair or replace non-conforming goods.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, MACHO'S/REDMAN'S LIABILITY AND THAT OF ITS VENDORS OF NEW GOODS SHALL NOT EXCEED THE VALUE OF THE GOODS SOLD. NEITHER MACHO/REDMAN NOR ITS VENDORS SHALL BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY. TO THE EXTENT ALLOWED BY LOCAL LAW, MACHO/REDMAN AND ITS VENDORS DISCLAIM ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Contact Us:

Domestic Sales

Call 1-800-327-6812

Fax 1-800-459-2598

Email sales@macho.com

International Sales

Call 1-772-388-9892

Fax 1-772-388-9859

Email sales@macho.com



Sales Department

Hours M - F : 8:30 am - 5:00 pm ET

Customer Service

Call 772-388-9892 Ext. 3114

M - F: 8:30 am - 5:00 pm ET