

30-Day Return Policy

Effective Date: 3/1/2025

At **Caliber Inc.**, we are committed to ensuring your satisfaction with your purchase. If for any reason you are not completely satisfied with your order, we offer a 30-day return policy, subject to the terms and conditions outlined below.

1. Eligibility for Returns

To be eligible for a return, the following conditions must be met:

- The item(s) must be returned within **30 days** of the date of purchase.
- The item(s) must be in **new, unused, and re-sellable condition** with all original packaging, tags, and labels intact.
- The item(s) must not be marked as **final sale, clearance, or non-returnable** at the time of purchase.
- If the product is defective or damaged, please contact us immediately upon receipt to initiate a return or exchange.

2. How to Initiate a Return

To initiate a return, please follow these steps:

1. **Contact Customer Service:**
Reach out to our Customer Service team at info@caliberproductsinc.com or **952-985-9999 (1-888-872-9628)** within 30 days of your purchase to obtain a return authorization. Be sure to include your order number, item(s) you wish to return, and the reason for the return.
2. **Return Authorization:**
Once we process your return request, we will provide you with a **Return Merchandise Authorization (RMA)** number and return instructions. Please note that returns without an RMA number may not be accepted.
3. **Pack the Item(s) for Return:**
Carefully package the item(s) with all original packaging, tags, and accessories. Ensure the item(s) are securely packed to avoid damage during transit.
4. **Ship the Item(s):**
Return the item(s) to the provided return address. You are responsible for the return shipping costs unless the item is damaged, defective, or an error occurred on our part.

3. Refunds and Exchanges

Once we receive and inspect the returned item(s), we will process your return according to the following:

- **Refunds:**
If your return is approved, we will issue a refund to the original payment method within **7-10**

business days. Please note that shipping fees are non-refundable, unless the return is due to a manufacturer defect or an error on our part.

- **Exchanges:**

If you wish to exchange the item(s) for a different size, color, or model, please contact our Customer Service team to arrange the exchange. We will ship the exchanged item(s) once the returned item(s) has been received and processed.

4. Non-Returnable Items

The following items are **not eligible for return**:

- Items marked as **final sale** or **non-returnable** at the time of purchase.
- **Gift cards** and **downloadable software**.
- Items that have been **used, worn, or altered** in any way.

5. Damaged or Defective Products

If you receive a damaged or defective product, please contact us within **7 days** of receiving the item. We will offer a replacement or full refund at no additional cost, including return shipping for defective products.

6. Return Shipping Costs

- For returns due to buyer's remorse, the customer is responsible for return shipping costs.
- For returns of defective or damaged products, we will cover the return shipping costs.

7. Final Decision

The Manufacturer/Company reserves the right to make the final decision on the eligibility of the returned product(s) based on the condition of the item(s) upon receipt.

8. Contact Information

If you have any questions or need assistance with the return process, please contact us:

- **Email:** info@caliberproductsinc.com
- **Phone Number:** 952-985-9999 (1-888-872-9628)
- **Website:** www.caliberproductsinc.com

Thank you for shopping with **Caliber, Inc.** We value your business and appreciate your understanding of our return policy.