

90-Day Exchange Policy

Effective Date: 3/1/2025

At **Caliber Inc.**, we are committed to providing excellent customer service and ensuring that you are completely satisfied with your purchase. If for any reason you are not fully satisfied, we offer a **90-day exchange policy** under the terms outlined below.

1. Eligibility for Exchanges

To be eligible for an exchange, the following conditions must be met:

- The item(s) must be exchanged within **90 days** from the original 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-exchangeable** at the time of purchase.
- The item(s) must be accompanied by a **valid receipt** or proof of purchase.

2. Exchange Options: 1.25x Product Value or 20% Restocking Fee

You have two options for exchanging your product(s), based on your preference. Please select one of the following options:

Option 1: 1.25x Exchange Value Requirement

- The value of the item(s) being exchanged must be at least **1.25 times** the value of the original purchase price.
- For example, if you purchase an item for \$100, the new item you wish to exchange for must be valued at **\$125 or more**.
- This option does not involve any additional fees for the exchange beyond meeting the 1.25x product value requirement.

Option 2: 20% Restocking Fee

- You may opt to exchange the product without needing to meet the 1.25x product value requirement, but you will incur a **20% restocking fee** on the original purchase price of the returned item(s).
- For example, if the original purchase price of the item was \$100, a **20% restocking fee** of \$20 would be deducted from the original amount, leaving a balance of \$80 towards your exchange.

Note: You may only choose one of these options for your exchange. Both the 1.25x exchange value requirement and the 20% restocking fee are not cumulative and cannot be applied together.

3. How to Initiate an Exchange

To initiate an exchange, 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 90 days of your purchase to request an exchange. Be sure to include your order number, item(s) you wish to exchange, the reason for the exchange, and your preferred option (1.25x exchange value or 20% restocking fee).
- 2. Exchange Authorization:**
Once we review your exchange request, we will provide you with an **Exchange Authorization** and instructions on how to return the item(s). Returns without an Exchange Authorization may not be accepted.
- 3. Pack the Item(s) for Exchange:**
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):**
Ship the item(s) to the address provided in the Exchange Authorization. You are responsible for the shipping costs associated with the exchange unless the item is defective or damaged.

4. Product Exchange Process

- Once we receive and inspect the returned item(s), we will process your exchange according to the option you selected:
 - **Option 1 (1.25x Exchange Value Requirement):** The value of the exchanged item(s) must meet the 1.25x product value requirement. If applicable, any balance due for the exchange will be collected before the new item(s) are shipped.
 - **Option 2 (20% Restocking Fee):** A 20% restocking fee will be deducted from the original purchase price of the returned item(s), and the remaining balance will be applied to your exchange. If the exchange item's value is lower than the original amount after the restocking fee, a store credit will be issued.

5. Non-Exchangeable Items

The following items are **not eligible for exchange** under this policy:

- Items marked as **final sale** or **non-exchangeable** at the time of purchase.
- **Gift cards** and **downloadable software**.
- Items that have been **used, worn, or altered** in any way.
- Products purchased **beyond the 90-day exchange window**.

6. Damaged or Defective Products

If you receive a defective or damaged product, please contact us immediately, and we will arrange for an exchange or replacement at no additional cost to you. We will cover all replacement shipping fees for defective or damaged items. Submit warranties through the Caliber warranty portal at: <https://www.caliberproductsinc.com/general-warranty-form/>.

7. Exchange Shipping Costs

- For exchanges based on buyer preference or dissatisfaction, the customer is responsible for the return shipping costs.
- For exchanges involving defective or damaged products, we will cover return shipping costs (see disclaimer in Section 6 on Damaged or Defective products).

8. Final Decision

The Manufacturer/Company reserves the right to make the final decision on the eligibility of the exchanged product(s) based on the condition of the item(s) and the product value comparison.

9. Contact Information

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

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

Thank you for choosing **Caliber, Inc.** We appreciate your business and strive to ensure you have a positive experience with our products and services.