

## **RETURN POLICY**

Last updated October 03, 2023

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund only. Please see below for more information on our return policy.

### **RETURNS**

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

### **RETURN PROCESS**

To return an item, please email customer service at [support@roselifting.com](mailto:support@roselifting.com) to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, then mail your return to the following address:

Rose Fitness LLC  
Attn: Returns  
RMA #  
1103 W 1970 S  
Orem, UT 84058  
United States

Please note, \$5.00 will be deducted from your return to cover shipping and restocking charges. If desired, Rose Fitness LLC will provide a printable shipping label to the customer via email.

### **REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

### **EXCEPTIONS**

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange. If the product is deemed defective, shipping and restocking fees (\$5.00) will not be deducted from the refund.

### **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:  
[support@roselifting.com](mailto:support@roselifting.com)