

Limited Warranty

Best Outdoors LLC warrants this product to be free of defects in material and workmanship for a period of one year from date of purchase. This applies to the original retail purchaser and does not include commercial or rental use. Best Outdoors LLC at our expense and with a proof of purchase date will replace any parts found to be defective. Our liability under this warranty is repair or replace the defective parts within thirty days of receipt of defective parts. Parts damaged from misuse, neglect, or improper assembly will be excluded. Buyer is responsible for transportation.

30-Day Return Policy

If you are not completely satisfied with an item, you may return it within 30 days from date received. Please note: item(s) must be unused and in original condition, including all parts, accessories, and packaging. You must call us at (616) 263-9453 to obtain a Return Authorization Number (RA#) and shipping instructions. Include a copy of the original receipt with your return and write your RA# visibly on the receipt. Please tell us why you are returning our product, so that we can continue to improve our service. Returns that are shipped without a Return Authorization Number (RA#) may have processing delays up to 45 days and will be charged a 10% processing fee.

Return shipping costs are non-refundable, unless the item is being returned as a result of our error (damaged, defective, wrong item sent, etc.) For your protection, we encourage you to send your return prepaid via FedEx or UPS. We do not accept COD. Save your shipping receipt and tracking number for proof of return delivery. We are not responsible for return packages that are lost or damaged by the return shipping company.

When requesting a refund, your original credit card will be credited once your return is processed. If you paid by check, your account will be credited. If using a prepaid gift card such as Visa, Mastercard, or American Express, please retain to ensure proper credit. When exchanging an item, you will see a credit to your original pay method for the returned item and a charge for the new item, plus shipping and handling.

Missing, Damaged, Defective or Incorrect Item Sent Return Policy

If an item is missing, damaged, defective, or incorrect, you must contact us by phone at (616) 263-9453 or email within 10 days upon receipt of the package so that our customer care specialists can explain what steps need to be taken.