

Rumble Tuff Return and Exchange Policy

We at Rumble Tuff® are proud of our products, we hope you love what you ordered, but if something isn't right, let us know. We're happy to exchange your item or refund your money. Our ultimate goal is for you to be completely satisfied with your purchase from Rumble Tuff®.

Products must be in like-new condition in order to receive a refund. Items still covered by the manufacturer's warranty will be repaired at no cost to the customer. Repairs not covered under the warranty are the responsibility of the customer.

Exchanges:

You can return unused items within 60 days of ship date for an exchange. We will send you the requested item at no shipping charge to you.

Returns:

The customer is responsible for all return freight charges, including duty and tax, if applicable. We cannot accept C.O.D. shipments. For your protection, we suggest all returns be sent back to us through a traceable carrier. Most major carriers offer tracking information. Please allow 5 business days after receipt in our warehouse for your exchange to be processed and shipped to you. For faster processing, please follow the requested RMA guidelines.

Orders Picked Up at Retail Locations

As all retail pick-up orders are paid for in-store, we cannot directly refund or exchange your order online. For returns or refunds for products purchased through Local Stores and picked up at a retail location, please inquire at the store where you picked up your order.

Obtain Return & Exchange RMA PROCESS

Please contact our Customer Service Department to obtain your Return Merchandise Authorization (RMA) number BEFORE sending back a shipment to us. This will allow us to confirm that we have the inventory in stock for replacement and can be better prepared for the arrival of your shipment with faster processing.

There are three ways that you can obtain RMA# from our Customer Service Department:

Website: <http://www.rumbletuff.com/>

Email: <mailto:mcustomerservice@rumbletuff.com>

Phone: 1-855-ACUTE-88 (228-8388)