



ph 855-809-3800 fx 978-741-2542  
125 Water Street, Danvers, MA 01923, USA

**bannerstakes.com**

## **Return Policy**

### 1. Eligibility for Returns

- Products must be returned within **30 days** of the delivery date.
- Only products purchased directly from Banner Stakes are eligible for return.
- Products must be in their original packaging, unused, and in the same condition as received.

### 2. Non-Returnable Items

- Custom or special-order products.
- Products marked as "Final Sale" or "Non-Returnable" at the time of purchase.
- Damaged or altered products that are not due to a Banner Stakes error.

### 3. Return Process

- Prior to shipping anything: To initiate a return, contact our Customer Service team at [sales@bannerstakes.com](mailto:sales@bannerstakes.com) or 855-809-3800.
- Provide your order number, product details, and reason for return.
- Our team will provide a Return Ticket (aka: RMA) number and return instructions. This number should appear on the return packing list or somewhere on the returned items.
  - i. Orders that are returned without a ticket number could result in delays.

### 4. Shipping

- Customers are responsible for return shipping costs unless the return is due to a Banner Stakes error (e.g., incorrect or defective product).
- We recommend using a trackable shipping service or purchasing shipping insurance. We are not responsible for lost or damaged returns.
  - i. All returns are shipped to the Banner Stakes distribution center

#### **Banner Stakes**

250 Melvin Henley Drive

Murray, KY

42071

Attn: Ticket #



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#### 5. Inspection and Refunds

- Once we receive and inspect the returned product, we will notify you of the approval or rejection of your credit.
- Approved returns will be processed, and a credit will automatically be applied to your account.
- Shipping and handling charges are non-refundable.

#### 6. Restocking Fees

- A restocking fee of 15% will be applied to all returns, unless the return is due to our error (e.g., incorrect or defective product).
- The restocking fee will be deducted from your credit amount.

#### 7. Exchanges

- We only replace items if they are defective or damaged covered under 1 year warranty. If you need to exchange a product for another item, contact our Customer Service team.

#### 8. Contact Information

- For any questions or concerns regarding returns, please contact our Customer Service team at [sales@bannerstakes.com](mailto:sales@bannerstakes.com) or 855-809-3800.