



## Return Policy & Procedures

**Satisfaction is guaranteed on all orders.**

Any item which you are not satisfied with may be returned within **30 days of purchase** *if it is in AS NEW condition.*

### How do I make a Return?

- Merchandise must be returned in **AS NEW** condition within 30 days.
- Products bought and used longer than 30 days may not be returned unless defective or faulty (see below).
- If you're returning Boots or Bindings you must call 816-586-2158 and request an RA#.
- Please return merchandise in original packaging and include the reason for the return on the packing slip.
- Customer is responsible for returning item/s using the courier of their choice. We recommend using a courier that provides tracking. UPS, FedEx or DHL are good choices.
- If the product is not in its original condition, it may not be returned. This means that a customer may not e.g. drill new holes in their plate to accommodate an older style hole pattern or other style boots. If this is the case, we will not accept the return.

- Boots and Bindings (that are not faulty) are subject to a 15% restocking fee (you must request the RA# within a 30 day period). Shipping costs will not be refunded.
- We will credit your credit card upon receipt of the returned merchandise. Returns take approximately 7 days to process.

***If you want to return a faulty product please refer to our General Terms and Conditions, chapter 5: Warranty.***

Please send all products to:

**OB4 Systems**  
Returns / Exchanges  
8007 SW Hwy 116  
Polo, MO, 64671

### **Exchanging?**

Please allow 7-10 business days from the day we receive your return to process your exchange.

If we have sent you a defective or incorrect item, please call us at 816-586-2158 or email us at [ma@ob4systems.com](mailto:ma@ob4systems.com) and we will immediately rectify the problem.

### **Damaged Returns**

If a shipment arrives at your door with apparent shipping damage, please refuse the delivery. If you have already accepted delivery and then find shipping damage, please call the merchant shipper immediately or call us. Save all packaging material and paperwork. If you attempt to return the merchandise yourself you jeopardize our chances of making a claim and you may not receive credit for the return.