

XOOT Return Process:

A customer has 30 days after receiving a XOOT product in which they may return the product for any reason.

Upon receiving a return request, XOOT will check if the request was within the 30 day time period.

If the return request is allowed:

- XOOT will email the customer a shipping label.
 - o The shipping cost will be deducted from the customer's refund.
 - XOOT will choose the lowest cost return option given by its shipping provider (such as UPS)
 - o The customer has one week to submit the package for return, otherwise the shipping label will be canceled.
 - If canceled, the customer will need to re-apply for a return, the additional time passed will count toward the 30 day return period.

- The customer will pack up the XOOT product in its original packaging, including: XOOT hardware, foam cushioning, all manuals, cardboard and bags, etcetera.
 - o Here's a video to guide you through the repacking procedure for a XOOT_Pro:
<https://xoot.pro/instructions/pro/#Repack>

- When XOOT receives the returned package, it will be inspected. After inspection it will be graded based on its condition. A deduction percentage based on the original purchase price may be charged against the customer refund amount.
 - o A+, 0% deduction,
 - There is no indication that the product was ever used.
 - o A, 1% – 5% deduction from the original purchase price.
 - The product was used but there are no visible scratches or noticeable damage to the unit. All original packing material are included and in good condition. Consumables like adhesive pads may have been used.
 - o B, 5%-12% deduction from the original purchase price. The product may have:
 - Minor scratches are visible,
 - One or more minor parts missing
 - The packaging may have missing elements or have been damaged.
 - o C, 12%-30% deduction from the original purchase price. The product may have:
 - Deep scratches or chips in the paint
 - One or more major parts missing
 - Heavily damaged or missing packaging
 - o D, 30%-50% deduction from the original purchase price. The product may have:

- Dents in parts or bent parts or broken parts,
- One or more major parts missing
- Heavily damaged or missing packaging
- F, 50%-100% deduction from the original purchase price. Condition may include:
 - The product has major damage
 - The product is unfunctional
 - The product is missing many parts
 - No parts of the original product are in the return.

The customer will be issued a refund of the (original purchase price) minus ((the return shipping cost) and (a percentage deduction of the original purchase price based on the grading system described above) and (a 3% credit card processing fee it takes to issue the return).

Return Value = Original Cost – (return shipping) – (condition deduction) – (3% credit card fee)

If the customer feels XOOT has made an error please, please contact us within a week. We'll provide photos of the returned unit and will do our best to work with you. However, XOOT will be the sole determiner of the refund.

If you have any questions, please contact support@xoot.pro