

## Links Unlimited® Return Policy

Please read the Return Policy below carefully.  
To request a RMA:  
**Call:** 866-895-4657 or **Email:** [returns@linksunlimited.com](mailto:returns@linksunlimited.com)

### Links Unlimited Return Policy Overview:

Links Unlimited®, Inc. will exchange or refund merchandise purchased within 30 days of product receipt, in new unused condition and in the original packaging. You must contact a customer service representative to request a RMA (Return Merchandise Authorization). Items returned to us without an RMA will be refused. After we receive your return, please allow five business days to process your transaction.

### Exclusions:

- Missing or Damaged claims must be reported within three days of package delivery. Claims made after three days will not be eligible for an RMA due to carrier requirements.
- Due to the buying requirements for closeout items, and in order to continue offering low prices to our customers, we are unable to accept returns, refunds, or exchanges for closeout items.
- Special orders, custom orders, assembled or altered components; personalized/branded items and media are non-refundable.
- Bulk shipment orders are non-returnable.
  - If an exception is made and a bulk shipment is approved for return, Links Unlimited, Inc. does not pay for return shipping and a 15% restocking fee will be deducted from the refund amount.
- Free goods, received as part of a promotion, are not eligible for exchange or return. Used merchandise may also be refused.
- Electronic returns, including headphones and Bluetooth speakers are only accepted if returned in the original packaging and the packing seal is not broken.

### Return Types:

- **Damaged in Shipping**  
If you receive an item that was damaged, you can decide whether you want to return the item for a refund or replacement. Claims must be made within three days of package delivery. See the How to Return Merchandise section.
- **Incorrect Product Shipments**  
If you received the wrong product, you can decide whether you want to return the item for a refund or replacement. See the “How to Return Merchandise” section of this policy.
- **Manufacturer’s Warranty Claims/Defective Returns**  
For warranty/defective product issues, you must deal directly with the manufacturer. Warranty information is included with many manufacturers’ products, or may be found on their respective websites. Please contact Links Unlimited if you have difficulty locating the warranty information.
- **Buyer’s Remorse**  
If, after receiving the product, decide that you do not want it, you can return the item within 30 days, if it is not part of the exclusions listed above, is in new, unused condition, and is in the original packaging. Links Unlimited does not pay for the return shipping for Buyer’s Remorse returns.
- **All Other Returns**  
For any returns that do not fall in the above categories, please call the customer service center to request a RMA.

**How to Return Merchandise:**

You must obtain a RMA (Return Merchandise Authorization) prior to returning an item to Links Unlimited by calling **866-895-4657** or emailing **returns@linksunlimited.com**. If the return is approved, you will receive an email with the RMA notification attached. You must then ship the return package to the address listed below. If the return was due to a Links Unlimited shipping error or damage in shipping, Links Unlimited will provide a prepaid UPS\* return label.

- 1) Print the RMA.
- 2) Prepare the package (re-using the original shipping container whenever possible).
- 3) Put the RMA inside the box.
- 4) Ship the package to the address found on the return label. If you are shipping back with an RMA and not a UPS return label, use the address listed below:

Links Unlimited  
 RMA# [Write Your RMA #]  
 7050 Links Dr.  
 Cincinnati, OH 45237

\*If a prepaid label was provided to you, you must print the label and attach it to the outside of the box. UPS Authorized Return Service is only available to customers in the Continental US. You can drop off your package at any UPS location.

**Issuing Refunds:**

If a refund is approved, you can expect to receive your refund within the following guidelines:

Payment Method	Refund	Refund Time (after
Credit Card	Credit issued to the same card	3-5 business days
Check	Credit with Links Unlimited, or check	7 business days
Links Gift Code	Amount of the refund will be reinstated to code	3-5 Business days

**Partial Refunds/Restocking Fees:**

If a returned product does not contain all parts, pieces, accessories, manuals, warranty information and printed materials, the product may not be eligible for a full refund or exchange.

Returned items may be subject to a restocking fee of 15%.