

EKKO

MATERIAL HANDLING EQUIPMENT

MOVING AHEAD

Return & Exchange Policy

1. Authorization Requirement:

All parts and unit returns must be authorized by EKKO Material Handling ("EKKO") prior to being returned and must be accompanied by a valid reason. To initiate a return, please contact EKKO's support team at Support@ekkolifts.com.

2. Return Period:

Customers must initiate and ship any return within seven (7) days of receiving the item. Failure to notify EKKO within this period, or to provide the required documentation as specified in this policy, may result in the denial of a refund or exchange.

3. Freight Charges:

Unless expressly approved by EKKO in writing, the original purchaser shall be responsible for all freight charges, both incoming and outgoing, associated with any return, exchange, or replacement.

4. Defective Items:

If a customer receives a defective item, the customer must provide clear and detailed photographic and/or video evidence of the damage or defect. This evidence must also include any relevant images of the packaging if it appears damaged. Such documentation must be submitted to EKKO within the aforementioned seven (7) day period. The provision of this documentation is a condition precedent to the processing of any return, refund, or exchange.

5. Return with Approved Reasons:

If a customer wishes to return an item, the item must be in new, unused condition. Upon receipt of the returned item, EKKO will evaluate the item to confirm its condition. If the item is not in new, working condition, EKKO reserves the right to deny any refund or credit. A restocking fee of twenty percent (20%) of the item's purchase price will apply to all returns that are approved and deemed to be in acceptable condition. The original purchaser remains responsible for all freight charges.

6. Exchanges:

For exchanges, the item must be returned in new, unused condition. The item will be inspected upon receipt by EKKO. Should the item be found not to be in new condition, the exchange will be denied, and the original purchaser will be held responsible for the item and its placement. A restocking fee of twenty percent (20%) of the item's purchase price will apply to all exchanges. The original purchaser is also responsible for all associated freight charges.

7. Incorrect Items Received:

In instances where the customer receives an incorrect item, the customer must provide photographic or video evidence showing the incorrect item alongside the item that was ordered, as well as any relevant order documentation. This information will facilitate the processing of corrections and exchanges. Please note that this does not constitute the return of the item.

8. Freight Damages:

Customers are required to notify EKKO immediately upon discovering any freight damage. All instances of damage must be noted on the Proof of Delivery (POD) at the time of receipt of the item. Furthermore, customers must provide clear photographic and/or video evidence of the damage or defect, including images of the packaging, if it appears damaged. Failure to comply with these procedures will result in the denial of returns, exchanges, and any requests for parts replacement or parts for repair.

9. Limitation of Liability:

EKKO shall not be liable for any special, incidental, or consequential damages, including, but not limited to, loss of profits, loss of use, or any other damages, whether direct or indirect, arising out of the return or exchange of products.

10. Governing Law:

This Return & Exchange Policy shall be governed by and construed in accordance with the laws of the jurisdiction in which EKKO is headquartered, without regard to its conflict of law provisions.

EKKO Material Handling Equipment
1761 W. Holt Ave. Pomona, CA 91768 USA
T: (877) 232-6517 E: Support@ekkolifts.com