

IF YOU HAVE A PRODUCT YOU WISH TO RETURN, PLEASE REVIEW THE INFORMATION BELOW.

RETURN AUTHORIZATION

The following products require a Return Authorization:

- 1) Any product that contains or uses gasoline or oil (or any other flammable material);
- 2) Any product subject to Non-Standard or Oversized shipping charges;
- 3) Any item being returned under Warranty (see "Warranty" at right).

To obtain Return Authorization, call one of the numbers below. Once a Return Authorization number has been issued for a return, the item must be returned within 30 days.

RETURN PACKAGING

Federal Law requires that all machines that use gasoline, oil, or other flammable liquids be drained prior to shipment. Gas caps and oil plugs must be left off for 24 hours prior to shipping. **PLEASE NOTE:** liability for violation of this law resides with the sender of the shipment.

All products must be returned in original or equivalent packaging. We will not assume responsibility for improperly packaged returns. Securely repackage the item(s) and send back to us by the shipping method designated when you call for Return Authorization.

For products not requiring Return Authorization, we recommend you send your package back by a trackable service, such as UPS or insured Parcel Post. Call one of the numbers below for more details.

OUR 6-MONTH TRIAL

Under the conditions of our 6-Month Trial, any product purchased directly from DR Power Equipment or Neuton Power Equipment may be returned within six months of its original ship date (30 days for commercial use). Please call us, and if we cannot resolve what is causing dissatisfaction, you can return your machine for a complete refund, less the standard shipping charges to and from your delivery address.

Please Note: The 6-Month Trial is not transferable and does not cover items that have been modified or damaged by abuse, usage not in accordance with product instructions, improper care, or improper maintenance. For Neuton, no partial returns of the individual components of the Accessories Premier Packages can be accepted.

WARRANTY

Unless otherwise stated in the materials that arrive with your product, all of the products we offer are protected against defects in materials and workmanship, under ordinary and normal consumer use, for a period of one year (90 days for commercial use) from the product's shipping date. Under the terms of the Warranty, we may opt to repair, replace, or issue a refund for products that are defective or have sustained damage in shipping. Replacement of products or parts subject to normal wear and tear is the responsibility of the customer. If we choose to accept a return under Warranty, you may return the defective or damaged product only after you call and receive a Return Authorization. **PLEASE NOTE:** The Warranty is not transferable and does not cover items that have been modified or damaged by abuse, usage not in accordance with product instructions, improper care, improper maintenance or modification of the product by the customer.

MISCELLANEOUS

For returns where we bear responsibility for return shipping (items damaged in shipment), any additional shipping charges resulting from a customer's request to either a) pick items up at a location other than the original delivery address, or b) to use a shipping method other than the original delivery method, will be borne by the customer.

We'll issue your refund using your original method of payment. Keep in mind that credit card companies vary in the time it takes for them to issue a refund. It may take one or two billing cycles before a credit appears on your statement.

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DR POWER EQUIPMENT

**For Return Authorization Call:
TOLL-FREE 1-800-376-9637**

Unless otherwise instructed, send all returns to:

DR POWER EQUIPMENT Returns

75 Meigs Road
Vergennes, VT 05491

Customer Service hours:

Monday – Friday 8:30am - 5pm Eastern Time

www.DRpower.com



**For Return Authorization Call:
TOLL-FREE 1-866-638-8661**

Unless otherwise instructed, send all returns to:

NEUTON Returns

75 Meigs Road
Vergennes, VT 05491

Customer Service hours:

Monday – Friday 8:30am - 5pm Eastern Time

www.NeutonPower.com