

## LIBERTY IMPLEMENTS PRODUCT RETURN POLICY

All Liberty Implements products adhere to the succeeding return policy:

Once an ordered product has left a distribution center, the customer becomes fully liable to pay a 30% re-stocking fee and the variable costs associated with round-trip shipping.

Clients who reside in Canadian Provinces are responsible for variable customs fees. These customs fees are defined as the variable cost of crossing from the United States to Canada and Canada to the United States.

Though it is not common, if a product arrives damaged, the customer is required to refuse acceptance of delivery or the proceeding restocking and shipment fee policy will apply. It is the responsibility of the customer to inspect the product while the delivery service is present and refuse acceptance if the product is in fact damaged. If the customer rightfully refuses delivery, the customer shall be entitled to a full refund after an inspection by Liberty Implements upon the return. If Liberty Implements inspects the product and no damage is present, the customer is responsible for the 30% restocking fee and round-trip shipping, as this is deemed "buyer's remorse," which is described below. Once the customer accepts delivery of the product, the Liberty Implements Warranty Policy shall apply.

After acceptance of delivery, if the product is damaged or a part is missing, then the customer must immediately notify Liberty Implements, and Liberty Implements has the right to replace the damaged parts free of charge to the customer per the Liberty Implements Warranty Policy. So long as Liberty Implements can correct the damaged or missing part with a replacement part, the customer is not entitled to return the product for a full refund. Should the customer choose to return the product and refuse the warranty service, the restocking and shipping fees will apply.

Buyer's Remorse is defined as an emotional condition whereby a person feels remorse or regret after an associated purchase. If a customer refuses shipment for reasons including, but not limited to, personal preference, unfounded claims of defectiveness, or residential spatial restrictions, the owner will be responsible for the full 30% restocking fee and round trip shipping. The owner has 30-days from the date of purchase to declare a desire to return the purchased item. After this period, returns are not valid.

An order cancellation by a customer must be received in writing via email correspondence or by a written letter to Liberty Implements prior to the date that the product leaves the distribution center. If a product has shipped, and the customer states it was cancelled without corresponding documentation, Liberty Implements product return policy will be enforced.

Upon receipt of a returned shipment, Liberty Implements will perform an inspection of the returned product. Once this inspection is performed and passes, a refund, under adherence of Liberty Implements Product Return Policy, will be issued.