

30-Day Return Policy

We understand that sometimes purchases don't work out. That's why we offer a 30-day return window for qualified items.

Eligibility

- Returns are accepted within **30 days** of the invoice date.
- Items must be **unopened, unused, uninstalled**, and in **original, resalable condition**.
- Packaging must be intact and not damaged.

Restocking Fee

- All approved returns are subject to a **25% restocking fee**.

Shipping Responsibility

- Customers are responsible for **all return shipping costs**.
- We recommend using a **trackable shipping method** and retaining your receipt for proof of return.

Return Options

Once your return is **received and inspected**, you may choose from the following:

- 1. Exchange** – Apply the return value toward another product.
- 2. Store Credit** – Receive a digital credit for future use.
- 3. Refund by Check** – A check will be mailed to the original billing address on file.

Please note: Original shipping charges (if any) are non-refundable.

Inspection Policy

All returned items will be thoroughly **inspected upon receipt**. Returns that do not meet the above eligibility criteria (e.g., opened, installed, or damaged items) may be **rejected** or **subject to additional fees**. Refunds, exchanges, or credits will only be processed after inspection is complete and approval is granted.

Damaged Items / Shipping Claims

If your item arrives **damaged or defective due to shipping or transit**, you must **notify us within 3 days of delivery**. Please inspect all packages upon arrival and contact us immediately with photos and a description of the damage. Claims submitted after 3 days may not be eligible for replacement or refund.

How to Start a Return

To initiate a return, please go to our website at www.eatimn.com/submitareturn and start your return request and the reason for the return. We will provide return authorization and instructions within 48 hours.

Let's Talk!

Contact us to discuss any return questions or concerns you may have while completing this process.

returns@eatimn.com | (651) 765-2657 | eatimn.com/submitareturn