

RETURN AND REFUND POLICY

Thank you for shopping at Rock the USA.

Our commitment to your satisfaction begins the moment you place an order with us.

If, for any reason, You are not completely satisfied with a purchase, We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Rock the USA, LLC.

Service refers to the Website.

Website refers to Rock the USA, accessible from www.rocktheusa.com

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 21 days
- The Goods are in the original packaging
- You have the receipt or proof of purchase

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Damaged/Missing Items

On rare occasions some items may arrive damaged or missing. If you receive our product in a package that appears damaged, please take pictures to assist us with documentation of the delivery condition. Please contact us immediately and we will see to it that the items are replaced. You must save the damaged merchandise and packaging for a possible claim with the carrier. Damages or missing items must be reported within 7 days of receipt.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 business days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@rocktheusa.com.

Returning Goods

Shipping

To return your product, you should mail your product to:

Rock the USA
P.O. Box 488
Harrison, OH 45030

You will be responsible for paying for your own shipping costs for returning your item. Shipping fees on your original purchase are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

If we deem a returned product defective upon receipt, we will not resend the product nor issue a refund.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged upon receipt. If you need to exchange it for the same item, send us an email at info@rocktheusa.com within 7 days of receiving your product.

Gifts

If the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to You.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us: info@rocktheusa.com