

## Spiritus Systems Return Instructions

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Below is information about and instructions for Spiritus Systems' returns. This information applies to returns for refund only. If you have quality or warranty issues, please contact us at [Support@SpiritusSystems.com](mailto:Support@SpiritusSystems.com).

REMINDER: Some products are not eligible for return and are marked as such on their item pages. (Apparel, medical equipment, water bottles, etc.)

- Spiritus Systems is happy to accept returns of unused, defect-free products (excluding those listed as nonreturnable) still in their original packaging, within 14 days of receipt.
- If you need additional time beyond the 14-day allowance, please contact us before returning your items.
- Return shipping charges and optional insurance are the customer's responsibility.
- A 10% fee may be applied to cover the cost of restocking/repackaging and inspecting returned products.
- Once we have received the item(s) and approved them for return, your refund will be issued to your original form of payment; however, how long it takes to post to your account depends on your payment provider.
- Spiritus Systems does not issue merchandise credits or handle exchanges. If you wish to exchange an item, please return the original for a refund and purchase the other item separately.
- Please send returns to:  
  
Spiritus Systems  
Attn: Customer Returns  
RMA# \_\_\_\_ (YOUR ORIGINAL ORDER NUMBER IS YOUR RMA NUMBER)  
112 Bud Place  
Aberdeen, NC 28315
- If you cannot include the RMA number as part of your return label, please be sure it is marked clearly on the label side of the returned package to ensure proper and timely processing of your return.
- Please Include in the package the original packing slip or a piece of paper with the RMA # and our address in case the shipment is damaged in transit.

If we can help further, please let us know,  
The Spiritus Systems Support Team