Rungu Returns, Order Cancellation and Refunds Policy – Rungu Website and Orders taken by Rungu by direct communication

Returns
Rungu offers a thirty-day satisfaction guarantee on purchases of brand new Rungu models (this policy does not apply to refurbished product sold by Rungu). If you are the original purchaser of the Rungu and not satisfied with the product, you may return it within 30 days of the shipment date from the manufacturer, Standard Bearer Machines, LLC (STBM). To qualify for a refund, you must return the product with less than 10 miles on the odometer, in the original packaging as you received it, including all original contents and accessories as received. STBM will refund the amount you paid less the cost of repairing any damage and excess mileage noted upon inspection of the returned product. You are responsible for paying the return shipment ($350 from within the lower 48 states).

Return Process
1. Contact Rungu at support@riderungu.com with your pick-up address and contact telephone number to obtain a Return Authorization number (RA number).
2. Rungu will arrange return shipping and contact you by phone or e-mail to schedule the pick up of the product.
3. You’ll repackage the product in the original packaging with all contents and accessories as received. Make sure to write the RA number on the packaging legibly.
4. Once the product is received and assessed, STBM will refund the amount you paid less $350 for return shipping plus any costs for damage repair and excess mileage. Custom orders are subject to a 10%-50% holdback depending on the extent of customization.

Return process notes
- Any product returns received by STBM without a valid RA number will be deemed not-refundable and forfeited to the company.
- STBM will assess five dollars per mile for returns with odometers showing more than 10 miles of usage regardless the condition of the return.
- No returns are accepted after 30 days from original shipment date.

Order cancellations
Orders that are cancelled prior to shipment date are subject to a 15% processing fee.

STBM builds Rungu units to order, which can delay shipment. If you have questions about the status of your order, contact sales@riderungu.com. Include your name address and order number.

Refunds
Refunds require 2-3 weeks processing. Payment is made by company check.