



Product Return Policy

Effective Date: 1/1/2024

Thank you for choosing Guru as your trusted supplier. We are committed to providing quality products and reliable service.

This Return Policy outlines the terms and conditions for returning products purchased from us. By purchasing from Guru, you acknowledge and agree to the terms below.

Please read carefully, as these policies apply uniformly to all customers, whether purchasing directly or using third-party shipping services.

1. General Eligibility for Returns

To initiate a return, all products must meet the following general requirements:

- Return Window: Products must be returned within 30 days from the date of purchase to be eligible for a refund or exchange. Returns initiated beyond this period may not be accepted.
- Condition: All returned products must be in new, unused condition and in their original, undamaged packaging, with all included accessories, manuals, and other materials.
- Non-Returnable Items: Custom or special-order items, clearance or sale items, and perishable or time-sensitive goods are not eligible for returns, except in cases of manufacturing defects or shipping damage caused by your operations.

2. Obtaining Return Authorization (RA)

A Return Authorization (RA) number is required for all returns. To obtain an RA number, please contact our Customer Service team at orders@guru-usa.com with your order details including our invoice and a description of the reason for the return.

Returns sent without a valid RA number will not be accepted and will be returned to the sender at their expense.

RA numbers are valid for 60 days from the date of issuance. After this period, any items received may be ineligible for return or refund.

3. Return Process

Please follow these steps to ensure your return is processed promptly:

1. Prepare the Product: Package the item securely in its original packaging, including all accessories, manuals, and any promotional materials.
2. Shipping Instructions: Once the RA number has been issued, ship the product back to the address provided. You are responsible for return shipping costs for non-defective items. Make sure to print the RA number or write it in the needed documents with the original invoice from Guru.
3. Refund or Replacement Processing: Once received, our team will inspect the product to ensure it meets our return requirements. If approved, a refund or replacement will be issued as outlined below.

4. Refunds and Restocking Fees

- Restocking Fees: A restocking fee of 15% may apply for non-defective returns or returns due to customer preference (e.g., wrong sku, color, or model ordered).
- Refund Processing: Refunds are processed to the original payment method within 10-15 business days of return approval.
- Customer Credit: Upon request, customers may choose to receive a credit instead of a refund to be used in future purchases without penalty.

5. Defective or Damaged Products

If you receive a defective or damaged product, please contact our Customer Service team. We may request photographic evidence to confirm the issue and assist in expediting your claim.

For products deemed defective or damaged upon arrival, you have the option to:

- Receive a replacement at no additional cost, subject to product availability, or
- Receive a full refund, including any applicable shipping fees.

6. Return Policy for Third-Party Shipments

Our policy applies consistently, whether you are purchasing for yourself or using our products in a third-party shipping arrangement (dropshipping). Please note the following specific considerations:

- Customer Service: You, as the purchaser, will be responsible for providing customer service and communicating with your end customers.
- Handling and Refunds: For any returns that originate from your end customers, you are responsible for coordinating with GURU to ensure return eligibility.

7. Policy for Non-Returnable Items

The following items are not eligible for return, except in cases of confirmed defect or shipping damage:

- Custom or special-order items made to specific requirements or preferences
- Clearance or final sale items, where return eligibility is noted at the time of purchase
- Perishable or time-sensitive products such as mastics and others.

8. Return Policy Changes

Guru USA llc. reserves the right to update or modify this Return Policy at any time. Changes will be posted on our website and will apply to purchases made after the effective date of the revised policy.

Contact Information

For questions regarding our return policy or to initiate a return, please contact us:

- Customer Support: orders@guru-usa.com
- Website: www.guru-usa.com
- Address: GURU USA, LLC
10301 NW 108th AVE Suite # 6
Medley FL 33178