



Warranty:

If you need to send a product back to BestRest Products for a warranty claim or repair, you need to call us to receive a “**Return Merchandise Authorization**” number. Items sent without an RMA will be refused.

CyclePumps can be sent back for warranty repairs without an RMA. See below.

Warranties are only valid within the USA. Due to international shipping costs and customs issues we cannot extend the warranty to other countries.

BestRest warrants products against defects in workmanship and materials for a period of 90 days from date of purchase. Other items may have a longer Warranty, please check our website. Warranty is limited to purchases within the USA only. Warranty is limited to repair or replacement of items found to be substantially defective. No other Warranty is expressed or implied. Warranty does not cover incidental or consequential damages. If a problem develops during the warranty period please contact us for warranty claim instructions. You’ll pay the freight costs to ship the product to BestRest.

Warranties are offered to the original purchaser only, and are not transferable. Proof of purchase must be provided. When an item is covered under warranty, you’ll pay shipping fees to send the product to us, we’ll pay the return shipping fees. If an item is not covered under warranty, you’ll pay shipping both ways.

BestRest warrants products that we manufacture against defects in workmanship and materials for a period of 90 days from date of purchase. Certain products have extended warranties, see below.

Products that we sell, but do not manufacture ourselves, are warranted by the original manufacturer according to their warranty policy. We will refer the customer to the original manufacturer for any warranty claims. We will assist the customer in this process, but any warranty decisions will be solely at the discretion of the original manufacturer.

CyclePump: Every CyclePump has a limited Lifetime Warranty. For details go here: [CyclePump Lifetime Warranty](#)

EZAir Gauge: The CyclePump EZAir gauge has 1 year limited warranty to the original retail purchaser. Proof of purchase is required. Warranty does not cover damage caused by abuse or over-pressurization. When you send a gauge to BestRest for a warranty claim or a repair include \$8.00 for return postage. We do not pay the return postage on gauges. **Note:** If the gauge doesn’t

say “CyclePump” on the dial face, it’s a copycat or a clone, and we won’t repair or warrant the product.

Ortlieb: Ortlieb has a 5-year warranty against defects in manufacturing. Claims are handled by Ortlieb-USA. Contact us for details.

Return Policy

Inspect your shipment upon receipt! Contact us within 2 business days to report any shortages or missing items. Discrepancies reported after 2 days will not be considered valid.

We’re a small business so we don’t handle returns like a big-box store. When you return a product we incur a variety of costs. We try to be fair and reasonable when it comes to handling product returns.

1. You have 14 days from receipt to make a decision to return the product.
2. Prior to returning any item, contact us for a Returned Merchandise Authorization (RMA)
3. Items returned without an approval or RMA may be refused and no credit will be given.
4. Once issued, an RMA is good for 14 days. After 14 days the RMA is VOID.
5. A copy of the original invoice must accompany the return. Mark the box with RMA number.
6. Items must be in like-new” condition, with all parts, pieces, and hardware present.
7. Your decision to use or mount products may affect their condition & eligibility for return
8. Items should be returned in their original packaging.
9. Customer is responsible for all return shipping and insurance fees
10. Customer should insure their package for the original purchase value plus shipping
11. Returned items are subject to inspection, damaged items will be discounted or refused
12. A 15% restocking fee will be charged for all returned items
13. No refunds will be given to a different account than the one originally used for the purchase.
14. No cash refunds, no refunds without a receipt
15. Allow 30-45 days for a refund to appear on your credit card statement.

16. Items cannot be returned after 14 days, except with special approval, at our option
17. If approval is given, then we will deduct a 15% restocking fee and issue a store credit ONLY
18. Store credits are good toward the purchase of other BestRest Products (not other brands)
19. Store credits expire in 30 days.
20. Items that are used, or damaged, or are missing parts will be discounted at our discretion

21. Defective merchandise will be replaced with the same item as the original item.
22. The term “defective” describes items that are clearly manufactured improperly or are otherwise unserviceable due to manufacturing or assembly defects.
23. DVDs, lighting products, and electrical components are not eligible for return.
24. Credit card and PayPal purchases are subject to the terms of this policy
25. Refused shipments will be charged a 15% restocking fee plus any return shipping charges.
26. Special Orders. If you place an order for Metal Mule gear, or other parts that are not part of our regular stocking inventory, we will gladly bring these items in for you. Special Orders can be cancelled within 24 hours of placing the order, by contacting us via phone or email. An RMA number issued by BestRest must be issued for the cancellation to be validated. After 24 hours Special Order gear is not eligible for refund or return.

27. Cancelled Orders. If you contact us BEFORE we process your order, and before we capture the credit card charges, there is no fee. But once we process the order, a 7% restocking fee applies. Once the package has left our shop, then the full 15% restocking fee applies (see above).