

Aladdin Storage Lift Return Policy

1. Please contact technical support (256.429.9700) to resolve any technical issues. If the issue cannot be resolved in the field, proceed to step 2 to obtain a return authorization.
2. Merchandise returned to Aladdin Storage lift must be accompanied with a RMA number issued by Aladdin Storage Lift. To obtain a RMA number, email a request to graham@aladdinlightlift.com. An invoice number or purchase order number is required.
3. Returned merchandise is typically processed within one week of receipt.
4. Defective merchandise will be repaired and returned to the address from which it was shipped. No charges are assessed if the merchandise is defective and returned within 60 days. Charges will accompany the returned unit if deemed an installation problem or not defective.
5. Credits will be issued on returned merchandise that was ordered incorrectly or refused by the customer. A restocking fee will be assessed to the credit. The restocking fee will be a minimum of 25%.
6. Aladdin Storage Lift is not responsible for any freight charges regarding returned merchandise.
7. Credit taken before the returned merchandise is processed will not be honored.