



30-Day Money-Back Guarantee

We want you to be fully satisfied with every product that you purchase from DoorDam. We are confident that you'll be completely satisfied with the quality and reliability of our DoorDam products, and we work very hard to make that happen. However, if you are not fully satisfied, simply send your DoorDam product back for an exchange or a full refund of the product's original price (less shipping and handling)⁽¹⁾. Including, any DoorDam™ or HydroLogs™-branded product⁽²⁾ (Return shipping charges apply to the 48 contiguous United States only.)⁽³⁾

In order to qualify for this guarantee, you need to contact DoorDam within 30 days of the original shipping date via email or standard mail. Please include your name, email address, purchase date, invoice number, the names of the products that you are returning and the reason for return. You will get a Return Material Authorization ("RMA") number. The products must be returned in good condition, moisture free, unblemished, in original boxes, and with all paperwork, parts and accessories to ensure full credit excluding shipping and handling charges.

When we receive your return, we will verify the contents of your return and credit the payment method used to make the purchase. Please allow up to five weeks for the refund to be processed.

Customer is responsible for observing Return Policy and Procedures below:

- (1)** The 30-Day Risk free return policy is non-transferable, and is valid only for the original purchaser.
- (2) Only** DoorDam™ or HydroLogs™ products bearing the DoorDam or HydroLogs brand and were purchased directly from DoorDam or a DoorDam approved dealer qualify.
- (3) Return Shipping Charge:** For return shipping, customer will be offered our standard shipping services and price options. The cost of shipping shall be deducted from customer's refund. DoorDam is not responsible for any portion of return shipping costs arranged by customer independently without proper return authorization.

