

## Return to Vendor Policy <>GROOVE LIFE

### Basic Policy Information

-We are always working to give our retailers and their customers the best experience. In an effort to maintain a seamless and efficient warranty process, we are asking that retailers direct their customers to our [Customer Service Team](#) here at Groove. Our Customer Service team has a 5 star rating and will take the best care of each person.

Here is the breakdown of the updated warranty policy, effective immediately:

Product issues are covered 100% for rings and premium products (wallets & belts).

Product issues include:

- belt slipping
- belt magnet issues
- wallet slide arm issues
- rings that have changed in size
- rings that have paint or pattern wear

Products that have normal wear and tear issues or have been lost will be subject to the following charges:

- Rings: \$5 per ring charge
- Belts & Wallets: 50% MSRP replacement charge
- All products: Shipping Charge

**\*This includes rings that have torn or split.**

### Exceptions

### Vendor Requirements (Proof of Purchase, Etc.)

CUSTOMERS WILL NEED PURCHASE RECEIPT AND A PHOTO OF THE DAMAGE IN ORDER TO FILE THEIR CLAIM. FOR ANY QUESTIONS REACH OUT TO [WHOLESALE@GROOVELIFE.COM](mailto:WHOLESALE@GROOVELIFE.COM). THEY WILL NEED TO FILL OUT A PRODUCT REGISTRAION FORM AND A WARRANTY CLAIM FORM.

### Warranty Links and/or Additional Information

WHOLESALE@GROOVELIFE.COM