

Returns and Refund Policy

Returns

Conditioned Play Innovations, LLC (CPI) offers a 30-day money-back satisfaction guarantee. If you are not pleased with your purchase from CPI, please contact us within 30 calendar days for an RMA approval for refund or replacement. If 30 days have passed since your purchase, unfortunately we cannot offer a refund or exchange.

All returns must be authorized by CPI and requested within 30 days of purchase. All returns are subject to a restocking fee of 20% of the cost of the device, plus the cost of all shipping fees are non-refundable. Any product that is damaged, modified, or altered from installation or return shipping will not be approved for return.

Only products that were purchased from CPI and include all the original packaging, labeling, manuals and accessories will be eligible for return. The buyer is responsible for all shipping/transportation fees related to returning product. To complete your return, we require a receipt or proof of purchase, and a copy of the original PO must be included with the return.

Exchanges

CPI will only exchange items for the same item if they are defective or damaged within 30 days of purchase. If you need to exchange a product for the same item, contact us at sales@vrapro.com or 801-607-1800.

Shipping

You (the buyer) will be responsible for paying for all shipping costs for returning the item. Shipping costs are non-refundable. If you receive a refund, the cost of original and return shipping will be deducted from your refund.

Once you have contacted CPI regarding your return and your return is approved, please mail the item to:

Conditioned Play Innovations>Returns
2372 W. 1200 N.
Provo, Utah 84601, USA

When shipping a returned item, please consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

Refunds

Once your return is received and inspected, CPI will send you an email to notify you that we have received your returned item. If your return is approved, your refund will be processed, and refund check will be issued and mailed out within 30 days.

Contact Us

If you have any questions on how to return your item, please contact us at sales@vrapro.com or [801-607-1800](tel:801-607-1800).