Return and Exchange Policy

Innovative Companies • Effective November 25, 2026

Innovative Companies accepts returns and exchanges on eligible products, but some safety equipment cannot be returned once it has left our warehouse. This policy explains which items qualify, how to request a return, and what it costs.

In short:

- **Approval comes first.** Every return needs a completed Product Return Questionnaire that we have reviewed and approved before anything ships back.
- **Some items are final sale.** Because of hygiene, safety and certification concerns, certain products are not returnable (see Section 3).
- **The customer pays return shipping.** Return freight is the customer's expense in every case.

1. How to request a return or exchange

No return is accepted without prior approval. Follow these steps in order:

1. **Complete the Product Return Questionnaire.** Fill in every required section, including product condition and use history, and attach clear photos of the product, its labels and its packaging.
2. **Submit it for review.** Email the completed questionnaire and photos to contact@innovativerentalsupply.com.
3. **Wait for our decision.** We review each request and reply with an approval, a denial, or a request for more information.
4. **Receive your Return Authorization (RA) number.** If approved, we email an RA number with return instructions. The RA is valid for 14 days from the date it is issued.
5. **Ship the product back.** Pack the item as instructed, mark the RA number clearly on the outside of the package, and ship it at your own expense (see Section 4).

Packages that arrive without an approved RA number, or with items not listed on the RA, will be refused or returned to the sender at the customer's expense. Submitting a questionnaire does not guarantee approval.

2. Items eligible for return or exchange

A product may be returned or exchanged only if it meets **all** of these conditions:

- The return questionnaire is submitted within **30 days** of the delivery date.
- The product is new and unused, and has never been worn, installed, loaded or used on a job site.
- It is in its original, undamaged packaging with all tags, ID labels, instruction manuals, parts and accessories included.
- It is not listed as non-returnable in Section 3.

Products that typically qualify, when unused and in original packaging, include ladders and ladder accessories, unopened hard hats and eyewear, unopened gloves, tools and equipment, and fall protection equipment still sealed in its original packaging.

3. Non-returnable items

Safety equipment protects lives, and we cannot resell a product whose history we cannot verify. The following items are final sale and cannot be returned or exchanged, except as described in Section 6 for items we shipped in error or that arrived defective.

Item	Why it cannot be returned
Fall protection equipment that has been removed from its sealed packaging, worn, installed or used (harnesses, lanyards, self-retracting lifelines, anchors, connectors)	Its fitness for use cannot be verified once it has left our control.
Any fall protection product that has arrested a fall, been shock-loaded or shows an activated impact indicator	It must be removed from service and destroyed per manufacturer instructions.
Gloves, hearing protection, respirators, eyewear and other personal protective equipment that has been opened, tried on or worn	Hygiene and contamination concerns.
Products exposed to chemicals, heat, welding, paint, concrete or other contaminants	Contamination can hide damage and make the product unsafe.
Products that have been modified, repaired, altered, engraved or labeled	They no longer match the manufacturer's certified design.
Custom, special-order or cut-to-length items (including custom-length lifelines and rope)	Made or ordered specifically for your order.
Items marked clearance, closeout or final sale	Sold at reduced price on a final-sale basis.
Products returned without an approved RA number or after the 30-day window	Not eligible under this policy.

4. Return shipping

Return shipping is at the customer's expense. This applies to all returns and exchanges.

- Ship only after you receive your RA number, and use the return address in your RA instructions.
- Use a trackable shipping method and pack the product securely in its original packaging. We recommend insuring the shipment for its full value.
- You are responsible for the product until it arrives at our warehouse. We are not responsible for items lost or damaged in return transit.
- Original shipping charges, expedited shipping fees and freight charges are not refundable.
- For exchanges, shipping the replacement item to you is charged at our standard rates.

5. Inspection, refunds and exchanges

Every returned product is inspected when it reaches our warehouse. If it does not match the questionnaire, is missing parts, or shows signs of use, damage or contamination, we may deny the return, reduce the refund, or send the product back at the customer's expense.

- **Refunds** go to the original payment method after the product passes inspection, less any restocking fee and non-refundable shipping charges.
- **Exchanges** are processed once the returned product passes inspection, and are subject to stock availability. Any price difference is charged or credited.
- **Store credit** may be issued instead of a refund at the customer's request.
- **Restocking fee:** returns of non-defective products for reasons such as ordering the wrong item or no longer needing it are subject to a 15% restocking fee.

6. Damaged, defective or incorrect items

Report any shipping damage, defect, missing part or wrong item within 48 hours of delivery by completing the return questionnaire with photos. Note visible damage on the carrier's delivery receipt or bill of lading before signing.

The same approval process applies. Once approved, we will replace or refund the item, and no restocking fee applies. Return shipping remains the customer's expense, as stated in Section 4.

Manufacturer defects found after the 30-day return window are handled under the manufacturer's warranty. Contact us and we will help you start a warranty claim.

7. Contact

For return questions or to submit a questionnaire, email contact@innovativerentalsupply.com.

Innovative Companies may update this policy at any time. The policy in effect on the date of purchase applies to that order.