

New Item Returns

New items in “original condition” may be returned within 30 days following the date Lake Valley Engineering, LVE, shipped the product to Customer. Original condition encompasses all components shipped to Customer including product packaging, manuals or marketing materials, and that these elements can be restocked for sale as new based on evaluation and sole discretion of LVE.

1. E-mail RequestRMA@LakeValleyEngineering.com to receive a Return Material Authorization (RMA#). Returns must have an RMA to be processed.
2. Package the merchandise, and mark the RMA# clearly on the outside.
3. Include a copy of the invoice.
4. For your protection, LVE recommends you ship returns with a tracking number. LVE is not responsible for returns lost or damaged in shipment.
5. Customer is responsible for the cost of all returns.
6. Address returns to:

Lake Valley Engineering
Attn: Returns
6485 Ace Ct
Longmont, CO 80503

Any product returned to LVE outside the scope of the prescribed return process, or without pre-authorization, or without an LVE issued RMA number, may be disposed of by LVE and LVE shall not incur any expense nor will it be responsible for any consumer loss or claim.

Returns authorized after the 30-day window are subject to a 15% restocking fee.

The costs of missing or damaged elements are not reimbursed. If any returned component, based on LVE evaluation and sole discretion is not suitable for restocking, the cost of that item shall not be reimbursed.

Credit card purchases will be refunded to the original purchaser's card. Purchases made with checks, cash, or money orders will be refunded by check. Please allow two weeks for processing.

This policy applies to “new” product returns only. For defective product, please see our warranty statement.