



iD Additives Return and Refund Policy

You must call us for a Return Merchandise Authorization number prior to returning unused iD Additives products. All return must be made within 30 days from the invoice date of original purchase. The customer must pay for shipping for the returned product. We will issue an iD Additives credit memo once the product is returned and inspected. If the product has been opened or used, no refund will be issued. Shipping charges for the original order are non-refundable.

The iD Eco-Pro 360 Cart and XL Cart must be returned within 30 days of ship date. Returned products must be crated appropriately for truck transportation to protect against freight damage or depreciation. It is recommended to use the same pallet the cart was shipped on, as it is designed specifically to protect the casters from fork damage. Return freight costs are the responsibility of the customer. We will issue an iD Additives credit memo once the product is returned and inspected for damage. Customer is responsible for any and all damage. Shipping charges for the original order are non-refundable.

Warranties & Responsibility for Products

If a Return Merchandise Authorization number is issued for a product purchased from our online store, we will either repair the relevant defect or replace the product. If we are unable to repair or replace the product within a reasonable time, the customer will be entitled to a full refund upon the prompt return of the product to us. We will pay for shipment of repaired or replaced products to customer and customer will be responsible for return shipment of the product to us.

Any questions or concerns, please call 708-588-0081 or email orders@idadditives.com

Effective date June 3rd, 2021

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