



Basketball Return Policy

Thank you for doing business with Schelde Sports! We strive to ensure that you are fully satisfied with your purchase. Basketball Hoops or Replacement Parts in "new condition" may be returned to us within 30 days of receiving an order. Basketball Hoops or Replacement Parts must be unused, unassembled, and contain all original product packaging and accessories.

Please note: Padding and other custom items are not eligible for return.

Information About Returning Your Schelde Sports Equipment

- Basketball hoops and replacement parts **must be new, unused, and unassembled.**
- Items **must** include their original packaging, labeling, accessories, and components.
- Returns must be initiated within **30 days** of the receiving date.
- Padding and other custom items are **not eligible** for return.
- All frame returns are subject to a **25% restocking fee.**

Return Process

1. Request a Return Authorization (RMA):

- Contact our Customer Service team at **833-724-3533** or **info@scheldesports.com** with your name, order/invoice number, and **reason for return.**
- We will provide you with a **Return Merchandise Authorization (RMA)** number.

2. Packaging the Return:

- Securely package the item(s) in their original packaging.
- Write the RMA number on the package and mail the return to:

Schelde Sports

Attn: Returns

RMA # [RMA Number]

2119 Old U.S. 27, Suite C

St Johns, MI 48879

United States

3. Return Shipping:

- You are **responsible for return shipping costs and arranging the shipment** back to our warehouse. We recommend using a trackable shipping method.
- If anything is **damaged in shipment** customer is responsible for total charge.

Refunds and Exchanges

- Once your return is received, we will inspect the condition of the item(s). Please allow up to **2 days for processing**.
- Refunds will be issued via credit card, ACH, or it can be added to your account as a credit to be used for future purchases. Depending on your credit card company, it may take **1-2 billing cycles** for the credit to appear on your statement.
- You will receive an email notification once your return has been processed.

Exceptions

- For defective or damaged products, please contact us directly at **833-724-3533** or **info@scheldesports.com** for other arranges.

Restocking Fee

- There is a **25% restocking fee** on all frame returns.

Questions

Ph: 833-724-3533

E-Mail: info@scheldesports.com

Website: www.scheldesports.us

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