

Returns and Refunds Policy

Effective Date: May 7, 2026

Company: Stealth Creative LLC

Brand: InnerLok

Website: www.innerlok.com

Contact Email: support@innerlok.com

Business Location: Houston, Texas

This Returns and Refunds Policy applies to eligible purchases of InnerLok products made directly from Stealth Creative LLC, doing business as InnerLok, through www.innerlok.com or another authorized sales channel operated directly by InnerLok.

By purchasing an InnerLok product, you agree to this Returns and Refunds Policy.

1. Direct Purchases from InnerLok

This policy applies only to products purchased directly from InnerLok through our website or another direct InnerLok sales channel.

If you purchased an InnerLok product from a retail store, dealer, distributor, marketplace, or third-party seller, the product must be returned to the original place of purchase according to that seller's return policy, unless the issue qualifies for a warranty exchange handled directly by InnerLok.

2. Store, Dealer, and Third-Party Purchases

Products purchased from a store, dealer, distributor, marketplace, or other third-party seller must be returned to that original seller for any refund, credit, exchange, or return request.

InnerLok does not issue refunds for purchases made through third-party sellers unless expressly required by law or agreed to in writing by InnerLok.

Warranty exchanges may be handled directly by InnerLok if the product qualifies under the applicable InnerLok Warranty Policy. Proof of purchase may be required.

3. Return Eligibility

To be eligible for return, the product must generally be:

- Returned within the stated return window
- Unused or in like-new condition
- Unmodified and undamaged
- Returned with all original parts, keys, pins, lock bodies, sleeves, caps, accessories, installation materials, instructions, packaging, and documentation
- Returned with proof of purchase
- Returned after receiving return authorization from InnerLok, if required

InnerLok reserves the right to reject any return that is incomplete, damaged, altered, used outside the intended application, missing parts, improperly packaged, or not purchased directly from InnerLok.

4. Complete Equipment Return Requirement

All equipment, components, accessories, and included materials must be returned completely.

A return may be denied, delayed, or reduced if any item is missing, including but not limited to:

- Lock bodies
- Pins
- Sleeves
- Keys
- Caps
- Fasteners
- Security components
- Mounting or installation parts
- Instruction sheets
- Product documentation
- Original packaging
- Any included accessories or inserts

If a return is accepted but missing components, InnerLok may deduct the cost of missing parts, replacement components, repackaging, inspection, or restocking from the refund amount where permitted by law.

5. Non-Returnable Items

The following items may not be eligible for return:

- Used products
- Installed products showing wear or damage
- Products damaged by misuse, improper installation, modification, abuse, neglect, or accident
- Products involved in a theft attempt, tampering attempt, forced entry, or impact event
- Custom, special-order, prototype, final-sale, clearance, or discontinued items
- Products missing required components, keys, parts, or packaging
- Products purchased from unauthorized sellers
- Products returned without proof of purchase
- Products outside the return window

Warranty rights, if any, are handled separately under the applicable Warranty Policy.

6. Return Authorization

Before sending a product back, you should contact InnerLok at support@innerlok.com to request return instructions.

You may be required to provide:

- Order number
- Name and contact information
- Proof of purchase
- Reason for return
- Photos of the product

- Photos of the packaging
- Confirmation that all parts and accessories are included

Products returned without authorization or without required information may be refused, delayed, or returned to the sender.

7. Shipping Costs for Returns

Unless the return is caused by an InnerLok error or otherwise required by law, customers are responsible for return shipping costs.

Original shipping charges may be non-refundable unless required by law or unless the return is due to an error by InnerLok.

Customers are responsible for properly packaging returned products to prevent damage during return shipping. InnerLok is not responsible for returns that are lost, stolen, damaged, delayed, or misdelivered during return shipment.

We recommend using a trackable shipping method and retaining proof of shipment.

8. Inspection of Returned Products

All returned products are subject to inspection before a refund, credit, exchange, or warranty determination is issued.

Inspection may include review of:

- Product condition
- Completeness of equipment and parts
- Signs of installation or use
- Signs of modification or damage
- Packaging condition
- Proof of purchase
- Return eligibility
- Warranty eligibility, if applicable

InnerLok reserves the right to deny or reduce a refund if the returned product does not meet this policy.

9. Refund Processing

Approved refunds will be issued to the original payment method used at the time of purchase unless InnerLok agrees otherwise in writing.

After a return is received and inspected, refund processing may take additional time. Once InnerLok issues the refund, it may take several business days or longer for the refund to appear on the customer's original payment method, card, bank account, mobile wallet, payment app, or device used for payment.

Refund timing depends on banks, card issuers, payment processors, and financial institutions. InnerLok does not control how long a refund takes to appear after it has been issued.

10. Delayed Refunds

If your refund has been approved and issued but does not appear immediately, you should first check with your bank, card issuer, payment processor, or payment account provider.

Processing times vary. Some refunds may take several business days or longer to reflect depending on the payment method and financial institution.

If you still have questions after checking with your provider, contact us at support@innerlok.com.

11. Exchanges

Exchanges may be offered at InnerLok's discretion for eligible products purchased directly from InnerLok.

Products purchased from a store, dealer, distributor, marketplace, or third-party seller must be exchanged through the original seller unless the exchange qualifies as a warranty exchange handled directly by InnerLok.

12. Warranty Exchanges

Warranty exchanges are separate from standard returns and refunds.

If a product qualifies under the InnerLok Warranty Policy, InnerLok may offer repair, replacement, exchange, or another remedy stated in the Warranty Policy.

A warranty exchange does not automatically create a right to a refund. Warranty remedies are limited to the terms stated in the applicable written warranty.

Proof of purchase, photos, product return, inspection, or other documentation may be required before a warranty exchange is approved.

13. Damaged, Defective, or Incorrect Items

If you receive a product that appears damaged, defective, incomplete, or incorrect, contact InnerLok promptly at support@innerlok.com.

You may be required to provide:

- Order number
- Photos of the product
- Photos of packaging
- Description of the issue
- Proof of purchase
- Shipping label or carrier tracking information
- Confirmation of missing or incorrect parts

Failure to report damage, defects, missing parts, or incorrect items within a reasonable time may limit our ability to assist with replacement, refund, return, exchange, or carrier claim support.

14. Refused or Undeliverable Shipments

If an order is refused, returned as undeliverable, or returned due to incorrect shipping information provided by the customer, InnerLok may deduct shipping costs, return shipping charges, carrier fees, handling costs, and restocking costs from any eligible refund where permitted by law.

15. Restocking Fees

InnerLok reserves the right to apply a restocking fee where permitted by law, especially for returns involving opened packaging, handling, inspection, repackaging, missing components, or non-defective products.

Any applicable restocking fee may be deducted from the refund amount.

16. Fraud, Abuse, and Unauthorized Returns

InnerLok reserves the right to refuse returns, refunds, exchanges, or warranty claims where we suspect fraud, abuse, misuse, altered products, unauthorized resale, counterfeit products, repeated policy abuse, false information, or purchases from unauthorized sellers.

17. No Refund for Theft, Attempted Theft, or Product Misuse

InnerLok products are theft-deterrent devices and do not guarantee prevention of theft, tampering, forced entry, damage, or unauthorized access.

InnerLok does not provide refunds solely because a theft, attempted theft, tampering event, damage event, or unauthorized access occurred.

Products damaged by theft attempts, forced entry, misuse, improper installation, modification, or use outside the intended application may not be eligible for refund and may not qualify for warranty coverage.

18. Changes to This Policy

InnerLok may update this Returns and Refunds Policy from time to time. The updated version will be posted on our website with a revised effective date.

The policy in effect at the time of purchase generally applies to that purchase unless otherwise required by law.

19. Governing Law

This Returns and Refunds Policy shall be governed by and interpreted under the laws of the State of Texas, without regard to conflict of law principles.

20. Contact Us

For returns, refunds, exchanges, warranty questions, or product support, contact us at:

Stealth Creative LLC

InnerLok

Houston, Texas

Email: support@innerlok.com

Website: www.innerlok.com

Footer legal line:

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