

All of our products are carefully and personally inspected before they are packaged for shipping. During the packaging process, we take extra precautions to be certain that your order arrives in the same perfect condition as when it is shipped from our warehouse. We make every effort to guide our customers in selecting the best products for the application as it was described to us. We will not be held responsible for the misapplication or misuse of the products we supply. No credits will be issued without a return material authorization (RMA) number.

STANDARD PRODUCTS

If the product is damaged or defective, we will exchange promptly upon receipt of damaged product. When the product is not defective and is in resalable condition, the customer is responsible for return freight costs and a 20% restocking charge. A return is not valid after 30 days of receipt of any standard product.

CUSTOM, NON-STOCK PRODUCTS

All custom non-stock products are non-returnable and non-refundable. If you receive a custom non-stock product that is defective, due to material or our workmanship, we will repair, replace or exchange it free of charge. This offer is valid for 90 days from receipt of product.

Our primary goal is your complete satisfaction. We realize our ongoing success is dependent upon your overall happiness with our products and services.

In the event a product return or replacement is necessary, please contact our Customer Service department at 866-765-9191 for a return material authorization (RMA) number. No credits will be issued without an RMA number.