

RETURNS AND REFUNDS

In the event you need to return an item, please call 1-800-ENGLERT to get a Return Material Authorization Number (RMA#). Our Customer Relations Group (CRG) will instruct you where and how to ship back. Please provide them with the reason for return and Invoice No. Returns over \$1,000 will require a call back from our CRG team.

We will accept standard unused product purchased within 90 days of original invoice as follows:

ENGLERT	RESTOCK CHARGE RETURNABLE	RESTOCK CHARGE	RESTOCK CHARGE	RESTOCK CHARGE
		LESS THAN 30 DAYS	31 TO 90 DAYS	OVER 91 DAYS
STOCKED FULL BOX	Y	NO CHARGE	15%	NON-RETURNABLE
STOCKED LESS THAN BOX	Y	15%	25%	NON-RETURNABLE
SPECIAL ORDER PURCHASE	N	NON-RETURNABLE	NON-RETURNABLE	NON-RETURNABLE
SPECIAL ORDER MANUFACTURED	N	NON-RETURNABLE	NON-RETURNABLE	NON-RETURNABLE
FSC CASH ACCOUNT	N	NON-RETURNABLE	NON-RETURNABLE	NON-RETURNABLE

Credit will be issued after inspection of returned product. There are no cash refunds. Please allow at least 15 business days from the date we receive your item to process the return.

Products that are specially made or specially purchased are not returnable.

We do not accept freight collect, COD shipments or returns of any kind without a RMA#.