



# RETURN POLICY

**We make every effort to provide you with the best service and highest quality product possible.**

If you are not pleased with your purchase, you may return it for a full credit according to the conditions stated below.

Adherence to the return procedures and cancellation policies will speed the process. Your cooperation on this matter is greatly appreciated.

## **Return Policy**

- Items to be returned are subject to the following:
- Gasket Sets, gaskets, chemicals & electrical parts are non-returnable and non-refundable.
- All items must have a return authorization number before being returned.
- All items must be in original packaging and original condition. We will not accept items that show signs of wear, installation, or use.
- All returned goods shipments must have prepaid freight.
- Returned items that are not sellable will be returned at customer's expense.

All items must be returned after 30 days of Invoice date.

No parts are to be returned beyond 60 days from invoice date.

## **Order Cancellation Policy**

If we receive a cancellation request after your order has been accepted into our order processing system and we are able to physically accommodate your request, there will be no charges unless your order is for more than 100 items. In this case, a 10% re-stocking fee will apply to cover handling expenses.

Cancellations cannot be processed on their scheduled shipment day.

**Restocking Policy** - WAJUD reserves the right to restock as well as charge a 15% restocking fee on all container orders which have been sitting in the warehouse for over 60 days.

**Credit Card Charge Backs** - You must return merchandise before you receive credit. A credit card charges back issued to us for unreturned merchandise is not acceptable.