

## Return Policy

Last Updated Friday, 13 December 2019 12:26

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If you are not satisfied with your purchase, please call EPCO at 888-414-3726 for a Return Material Authorization (RMA) request within 30 calendar days of the receipt of the product. Custom cut or customized products are not eligible for return or refund. You must return the product to the address specified in your RMA within 14 calendar days of the issuance of the RMA. All products must be packed in the original packaging including any parts or accessories that shipped with the product. EPCO will assess a 25% restocking fee on any returned merchandise in original condition. Items returned damaged or with missing parts are not eligible for refunds. EPCO will not assume shipping charges for the return of products and materials.

*Please note: Some products include many small parts. It is very important that all parts and pieces of any merchandise are returned in original condition. Items that are returned incomplete are not eligible for refunds!*

**If you're not totally satisfied with your shipment, we're happy to replace it or accept a return of the merchandise if it meets the following criteria:**

- All return merchandise must be in resalable condition
- The product must be free from scratches and/or defects
- The product must not have been installed
- You must have the original packaging for the item

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Please carefully inspect your shipment. If the package is delivered by UPS and it appears that the contents may have been damaged, refuse to accept the delivery; the damage will be noted by the driver. If the package was left in your absence please contact us at 888-414-3726 and we can assist you in contacting your local UPS facility. Please save ALL packaging materials as we may request a photograph or to have the parcel shipped back to us as a part of the exchange process.

EPCO isn't responsible for any labor costs incurred as the result of the installation of wrong or defective parts. In addition, we're not responsible for lost shipments or products damaged during shipment. Instead, you must file a lost shipment freight claim with the shipping company.

Note: Please allow up to 10 business days for your return to process from receipt of the returned merchandise.

**If there has been an error in shipment on our part**, we will absolutely make it right. Make sure you do not unnecessarily alter the packaging and get in touch with us so we can get another shipment ready for you and arrange for the return of the item you received.

We do have restocking fees, which allow us to take returns by making sure we are reimbursed for our employee's administrative time filling the initial order, time for processing the return, and initial shipping costs if we shipped the order for free. These fees are listed below:

- Stocked items: 25% fee + reshipping

We do not offer free shipping on returns or exchanges.

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**We do not take returns if it has been more than 30 days since the order was placed.**