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RETURNS POLICY

(Effective 1/1/2024)

All returns must have prior authorization. Call Customer Service at (419)884-2900 for a return materials authorization number (RMA#) before returning any items. Items returned due to a customer order error may be subject to a 15% restocking fee, and shipping charges will not be refunded.

Damages, defective merchandise or shortages that are reported within 10 days of receiving will be replaced at no charge. Please call customer service at (419)884-2900 to arrange for a replacement.

