

Every product is fully guaranteed by the manufacturer, and the complete warranty is included with the product. The manufacturer's warranty covers repair or replacement of defective parts, subject to the conditions set forth in the warranty. In the event you do need to return an item, there are a few simple steps to follow, and a couple of conditions.

1. Make sure all of the goods and packaging materials are full and complete. Any merchandise missing the original Universal Product Code (UPC) cannot be returned for any reason.
2. Call Customer Service at 800-339-9960 to obtain a Return Merchandise Authorization (RMA) number. All returns require an authorization number. Keep in mind that receiving an RMA does not guarantee final disposition as all returns are subject to inspection. Any unauthorized merchandise returned to us will be refused.
3. All exchanged/returned merchandise must be in original factory condition, including all packaging materials, inserts and manuals, warranty cards (not filled out) and all accessories. Please do not tape or write anything on the item or package. We will charge you for replacement of damaged, altered, missing, written-on or taped-on contents or original box. We reserve the right to refuse any such returns.
4. One the product is in its original packaging, then pack it into a shipping box with plenty of packing material, and tape securely. Write the RMA number issued by Customer Service clearly on the outside of the shipping carton.
5. Please ship your parcel back to us freight prepaid. We suggest using FedEx Ground Service Insured. We cannot accept COD or freight-collect shipments.
6. ***All damaged and or defective merchandise must be noted within 24- 48 business hours from the date of receipt, this includes everything offered on our website.***

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.