



# Flat Lands Supply

## RETURN POLICY

(REFUND/EXCHANGE/DEFECTIVE)

1220 E Jackson St  
Van Wert, OH 45891  
Tel: 419.238.1233  
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[flatlandssupply.com](http://flatlandssupply.com)

New 01/2019

### **Special-Order (non-stock) item**

**Non-eligible:** All special-order items are final sale and not eligible for return, refund, or exchange. Refer to Special-Order Policy.

### **Regular Stock item**

**Eligible:** For return up to 45 calendar days after purchase for refund or exchange with receipt of sale. Subject to restocking fee.

#### **We reserve the right to refuse to approve the return of any eligible item:**

- Upon our inspection of item.
- Not accompanied by original receipt of sale.
- Not in original condition.
- Not accompanied by all original packaging, all components, & all paperwork/literature.
- Not in condition to be resold.
- Beyond 45 calendar days of purchase.

**Return Condition:** Any eligible item presented for return must be in the original unused and undamaged condition in which customer received item and be accompanied by all original packaging, all components, all paperwork/literature, and receipt of sale.

**Refund Method:** Approved refunds will be processed using the same method of payment as original transaction. Original payments made by check will require 10 business day check clearing period before cash refund will be issued.

**Defective:** Defective item returns fall under same policy as returns for any other reason as outlined in this Return Policy.

Special-Order item defective issues: Refer to Special-Order Policy.

**Manufacturer Warranty:** Items being returned under manufacturer warranty will be addressed per stated warranty. Manufacturer may require receipt of sale. Some manufacturers require final user to contact them directly concerning defective items so that they can document the problem in anticipation of correcting it for future production. We are glad to assist with contact information.

#### **Fee Schedule:**

Any eligible item returned is subject to a **25% restocking fee.**

Any item (eligible or non-eligible) being returned to our store by Flat Lands Supply transport personnel & vehicle is subject to a **\$100 transport fee.**