

# Return Policy

If, for any reason, you are not satisfied with the product that you have purchased on our website, McLane will be happy to exchange the item/s or provide you with a credit note, providing that the product is returned to us undamaged and in its original condition (\*\*Original condition means unused, unmarked, and in original packaging\*\*) It is the customer's responsibility to pay all freight charges to return the item and there will be a **25% restocking fee** applied to all returns.

Although not required it is suggested you insure returns, as we are not responsible for items lost in transit.

If goods are faulty, wrongly described or different from a sample shown, you may choose between a refund, exchange or a credit. Please see instructions below for Defective Items.

When it comes to returns or exchange, we operate a "fair and reasonable" policy. All items are thoroughly inspected for defects at our facility prior to shipping. You should contact us immediately on receipt of your shipment (within 3 days) if you believe there is an error and you need to return the item.

All postage associated with returns to McLane Manufacturing is the responsibility of the customer and return shipping of the exchanged item is also at the customers expense. All exchanges and credits are assessed on a case-by-case basis and may be refused at the discretion of McLane Manufacturing.

## DEFECTIVE ITEMS

Please call us for a return merchandise authorization number (RMA), no returns will be accepted without this.

Defective items must be returned to the following address:

McLane Manufacturing  
7110 E. Rosecrans Ave.  
Paramount, CA 90723

Items must be returned within (7) seven days of the receipt date to be eligible for replacement. Items will be replaced with the same item originally purchased. For items that cannot be replaced, a full refund will be offered.

## DISCOUNTED ITEMS

Please note that discounted items cannot be returned, as they are offered at a greatly reduced price and will not be restocked.

## HOW TO RETURN YOUR ITEM

Please contact McLane Manufacturing Customer Service team at (877) 633-8158 and a customer service representative will evaluate your return request, record all the necessary product return information and issue you with a Return Merchandise Authorization Number (RMA). You must obtain an RMA number immediately to ensure that you are eligible for a replacement or refund.

Send your item to the return address provided. Please ensure that your RMA number is clearly displayed on the return packaging.

As soon as the return has been received and inspected, a replacement product will be shipped.

# **IMPORTANT**

All returns must be received by McLane Manufacturing within (14) fourteen days of the RMA number being issued.

Replacement product will only be shipped after the faulty item has been received by McLane Manufacturing.

All returns must have an RMA number.

Any items that are returned to McLane Manufacturing without an RMA number will be returned to sender.

If you feel that your return falls outside of our policy, please contact us at (877) 633-8158 to confirm if your return can be accepted.