

RETURN & EXCHANGE

1. Except for products with factory defects, a request for a refund or exchange must be made by returning the product within 30 days from the date of the order.
2. A refund or exchange cannot be made of any of the following items:
 - a. Products not purchased from Stromberg Carlson, Inc.
 - b. Products that have been altered or changed (this voids any warranties as well).
 - c. Discontinued or clearance priced products.
 - d. Special items.
3. Shipping charges will not be refunded.

Defective or Damaged Products

We fully guarantee all of our products to be free from factory defects. If any product is found to be defective within 12 months from the date of purchase, we will refund, repair or replace the product (using standard ground shipping) provided you follow the "Return Procedure" below. This warranty is void if there has been any alteration or change made to the product.

To request a refund for or to exchange the product you purchased in the event the product is damaged, simply do the following:

1. Call to advise us you are experiencing problems with your product. Our customer service staff will offer troubleshooting ideas before any further action will take place. We will exhaust repair options before replacing an entire product. If replacement is required, you will be issued a **RMA Number which must be displayed on the returned package**.
2. Return the product in the original box with packing materials and original packing sheet. Include all original packing materials, manuals and accessories with the product to avoid a restocking fee of 15% of the purchase price.
3. Once Stromberg Carlson receives the item (**which must be received within 10 days of receipt of your return request order**), it will issue you the refund or ship the replacement product. If we find that the part is in working condition, you will not receive a credit, but the part will be returned to you at your expense.

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04.23.25