

# Customer Help: Return Policy

**Please call us if you need to return something for whatever the reason.** Our phone number is at the top of this page. Please have your order number, part number and reason for return ready when you call.

**If you have been sent a part that is not what was ordered or defective,** the replacement will promptly be sent to you. A Return Goods Authorization (RGA) and call tag from the shipping warehouse will be issued for a carrier to pick-up the item(s). Please properly pack up the items and securely tape the box for shipping. **Items damaged due to improper packing will not receive a refund.** If the item is not returned, you will be charged for all costs of the attempted pick-up.

**If you decide that you do not need the part, or you ordered the incorrect one:**

Please call us to get RGA #. The RGA number **MUST** be visible on your shipping label. You pay the return freight. Ship it **PREPAID** to the address we give you. Freight Collect shipments will not be accepted.

**If you ordered the incorrect part,** place a new order for what you need.

**IMPORTANT SHIPPING NOTE: DO NOT write anything on the carton otherwise a restocking charge may be applied, or the return refused. THANK YOU.**

**NON-STOCK ITEMS AND POOL COVERS MAY NOT BE RETURNED.**

If you order a non-stock item, you will be notified by email that it is and cannot be returned. It will only be shipped if we receive your authorization to do so. All pool covers are not returnable as stated on the product information and ordering pages

**Returns less than 30 days from shipping date:** No restocking charge.

**Returns 31-60 days from shipping date:** 25% restocking charge.

**No Returns accepted after 60 days from shipping date or without RGA #.**

Refunds, less any restocking charge, will be issued to your credit card when the part is received and inspected. **Freight charges are not refundable.**