

# Returns & Exchanges

If you are not entirely satisfied with your purchase, please use the following guidelines for submitting your return:

## RETURN PERIOD

You may return any purchase within 30 days of receipt. To ensure proper credit, all returns require pre-approval and authorization. Once an approval is issued for your return, send us the merchandise within the next 30-day period. Any return not received within 30 days will be cancelled.

To request a return, please contact Customer Service. Please have your invoice number ready and list of items to return, which can be found on your packing slip.

**By phone:** 1-800-621-1563 (Mon - Fri 7 am - 5 pm CST)

**By e-mail:** [info@rubber-inc.com](mailto:info@rubber-inc.com)

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## NON-RETURNABLE ITEMS

Purchases must be returned in new and unused condition with the original manufacturer's packaging. Please note that we do not accept return of the following:

- **Hazardous items or flammable liquids**
  - **Custom or logo merchandise**
  - **Items that have been used**
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## REFUND METHOD

All refunds will be made in exchange for credit.

## **RESTOCKING FEE**

All returned merchandise may be subject to a restocking fee and return shipping costs, unless the item is being returned as a result of our error (damaged, defective, wrong item sent, etc.).

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## **DAMAGES & SHORTAGES**

We take great care to have delivered goods counted and checked before shipping to avoid errors. Upon delivery of any package, do a careful examination for damaged or shorted items and make a notation on the Carrier's receipt. Please note that by giving the Carrier a **signed receipt accepting the goods without notation of damage or shortage**, you assume responsibility for the condition of the packaged items. Damages and shortages must be noted along with your signature. In order to receive a refund or exchange for damaged or shorted items, you must contact Customer Service at 1-800-621-1563 within 48 business hours of receipt.

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