

Shipping Policies

Refused and Undeliverable Addresses

Orders shipped and refused or returned because of an undeliverable address will not qualify for a credit return on shipping charges. If a returned package needs to be reshipped because of incorrect information provided, the customer is responsible for paying the additional fees to reship the package.

Damaged and DOA Packages

Items damaged during shipment are qualified for a full credit or replacement upon receipt of the damaged items. Items must be notified within 3 Days of delivery to qualify and a prepaid label will be issued to ship back the defective part(s).

Lost and Delayed Packages

Lost packages qualify for a full credit return if the order is shipped with UPS or USPS insured, and must undergo a shipping delivery claim in order to qualify for a full return of credit. Orders delayed past the selected shipping method estimate may qualify for a full return on shipping fees; however, orders shipped with free shipping does not qualify for a shipping fee credit.