

Polylok, Inc. Return/Exchange Policy

Polylok, Inc. will not accept any returns without prior approval. If you have a product to be returned, you must call us first at 203-265-6340. ***Products may be returned within 30 days of invoiced date for a refund (excluding shipping/handling charges) if returned within in the original, unopened box. There will be no refunds on products that have been used.*** All returned merchandise must be returned in the condition it arrived including all original packaging and paperwork in order to receive a refund, credit, or replacement item.

Should you choose a refund, we will either credit the cost of the merchandise according to your payment method or issue you a product credit. Return shipping charges must be prepaid and are not refundable. Any items returned or any orders cancelled will be subject to a 25% restocking fee plus Polylok's original expenses for shipping and handling charges. This restocking fee covers Polylok costs incurred during the processing, handling, and return of your order. The restocking fee is waived on any items exchanged or returned due to mistakes made by Polylok, Inc. during the sale, processing, and handling of the order.

Special ordered items cannot be returned. If, for any reason, this return policy is not strictly adhered to, Polylok, Inc. will not be responsible for issuing any credits or refunds and will not do so on any products returned for any reason. Returns and exchanges are accepted only for items purchased from Polylok, Inc. and only with prior authorization in accordance with the conditions set forth herein.

For Canada or other international returns, the shipping costs as well as the import duties and fees required to get the product shipped back to us will not be refunded. These orders will also be subject to the conditions and fees as stated above.

AUTHORIZED RETURNS SHOULD BE SENT TO:

**Polylok, Inc.
3 Fairfield Boulevard
Wallingford, CT 06492**