



RETURN POLICY

Defective/Warranty Returns

To obtain authorization to return a defective product for credit or replacement, please e-mail us within 7 days of purchase. Returns for credit must be made within 30 days of the purchase date.

For warranty claim transactions, please obtain return goods authorization (RGA) via e-mail prior to returning the product within 7 days of the claim.

Shipping costs for returns (and redelivery of replacement product) for defective products will be covered by SIPRA Corp. or its carrier. Shipping costs for and warranty claims be covered by SIPRA Corp. provided the claim meets the criteria of SIPRA Corp.'s applicable limited warranty.

Non-Defective Returns

Non-defective product returned for credit or refund will incur a 25% restocking fee (stock items only). Non-defective returns must be returned within 30 days of purchase for refunds. A credit will be applied to customers account for non-defective returns after 30 days. All returned goods must be in resalable condition. Shipping will not be refunded on non-defective product returns. Shipping costs for all returned non-defective goods to be prepaid by customer.

Refused Shipments of Non-defective Stock or non-Custom Product

If a shipment is refused on non-defective product, the product will be returned and refunded/credited less a 25% restocking fee plus shipping costs both directions.

Refused Shipments of Defective/Damaged Product

If a shipment is refused because of defect or damage, please contact SIPRA Corp. and/or your sales representative immediately at 1-888-775-5543.

Product damaged during shipment is covered by the shipper. If product is received that has been damaged during shipping, please contact our office within 7 days of the date of receipt and a claim will be processed immediately.

Nonstock/Custom Product Orders

At the discretion of SIPRA Corp. management, orders for Nonstock or Custom product(s) may be cancelled prior to production. Any orders released to production where materials have been consumed in the process of manufacture may not be cancelled and will be invoiced in full.

Nonstock/Custom Product Returns

Nonstock or Custom product returns will not be accepted and no credit or refund will be authorized.

Contact Information

SIPRA Corp.
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