

Return Material Policy

Return of Non-Defective Product

Upon request, a Return Material Authorization (RMA) will be issued up to 30 days from date of shipment on all non-defective product and is subject to a 30% restocking charge. Only standard items in our current product line are returnable. Special orders and discontinued merchandise are non-returnable.

All products must be returned within 30 days of the date of issuance of the RMA. A copy of the RMA must accompany the shipment. Products must be returned in the original factory sealed cartons in saleable condition. All material returned are subject to inspection, and any unsalable or damaged merchandise will be credited at salvage value or less costs of repair. EELP reserves the right to issue credit at prices prevailing at time of shipment, or time of return, whichever is lower, less the 30% restocking charge.

Return of Defective Product

All returned goods must be accompanied by an RMA issued by EELP. Upon receipt, if product(s) are within the five year warranty period, and EELP inspection determined that a defect in material or workmanship is the cause of the problem, EELP will either repair or replace the product, and will issue a credit in full. If the product is capable of repair, it will be repaired rather than replaced.

When requesting an RMA, please be sure to include:

- Original purchase order
- Original invoice number and date
- Catalog and quantity to be returned
- Detailed explanation for return

