



Customer Return Policy:

20% Restock Fee for all non-stock products being returned:

The customer will be responsible for the freight charge to get the product back to Redco and back to the factory. Or if the customer is sent an RMA#, they can ship the unit directly back to the factory. RMA# must be written on the box and unit must go back to address provided. The product must be returned in the original packaging, or re-pack kit fee will apply.

10% Restock fee for all "over stock" units:

Example: If we only stock of amount of a certain item and we have our max stock on hand, there will be a 10% restock fee. Items must be new & unused.

Damaged or other returns:

If item does not come back in its original packaging, the customer will be responsible for those charges for a new repack kit.

If an item comes back damaged, and can be repaired, the customer will be responsible for those charges. If item is un-repairable the customer will not be credited for the unit. The customer can pick-up the unit since they do own it. Or they can have us scrap the unit.

"All returns are subject to inspection"

All requests for RMA's and guidance, should be directed through Redco Corporate Distribution Manager.