

## Damaged or Defective Items

We know how frustrating a damaged or defective item can be.

Damaged Or Defective Item Policy:

**You must contact us about any damaged or defective item within 30 days of the delivery date to qualify for a resolution of the issue.** We offer multiple solutions when your order is not right. To help make your order perfect, we may require a photo and/or for the original item to be returned when providing a resolution. If you are instructed to return the original item and it is not received at our Returns Center, we reserve the right to reverse the refund or charge for a replacement unit. We reserve the right to refuse to service any damaged or defective item reported more than 30 days after the delivery date. Simply visit [My Orders](#) to get started.