

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.