

# RETURNS & WARRANTY POLICIES

## RETURNS

### Within 30 Days

**STOCK ITEMS** can be returned within 30 days of delivery or pickup for a full refund. Products must be unused, in original packaging with accompanying materials, all parts and in 100% sellable condition for credit/refund to be issued.

**-PURCHASED BY CASH, CREDIT CARD OR CHECK – You must have your receipt** unless you have a cash account, we can't determine the price at which you purchased the product.

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### After 30 Days

We cannot guarantee a full refund as vendors will often not take returns after 30 days, because warranty periods have diminished (so we can no longer re-sell for full value), product discontinuation or various other reasons.

### WHEN RESTOCKING FEES MAY APPLY:

**Excessive number of returned items (greater than one page)**, or special order is returned to vendor, we will assess a restocking fee because of the labor required to process the materials or vendor charges us a restocking fee.

**If we send a truck to pick up a return**, we may charge you a flat fee per pick-up

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### NON-RETURNABLE ITEMS:

**Special Orders/Non-Stock** - Vendors typically will not accept returns on specialty ordered (non-stock) items and we cannot resell them for full value so they are **non-returnable**.

**Toilet Seats** – Due to the nature of the product, TOILET SEATS CANNOT BE EXCHANGED. All sales are considered final (per health laws) and sanitary reasons. Toilet seats can only be returned if they are damaged in shipping or if you receive the wrong toilet seat. The seat must be returned in original packing and original UNOPENED box.

**Electronics - Controls, Thermostats, Relays** – **Non-Returnable** Items are non-returnable if opened, unless defective.

## CANCELLATION POLICY:

**Stock Items Only** - You may cancel your order before your order has shipped. Our Sales Department can inform you of the status of your order. Once an item is shipped, our Returns policy applies.

## REVIEWING AND INSPECTING YOUR DELIVER

**Damaged Items** Note any damage on the delivery receipt or within 48 hours of pickup

Please check all packages upon receipt for shipping damage (**even if you do not plan on installing it immediately**). Be sure to note any damage on the delivery receipt and contact us by phone 1-203-929-6344 **immediately**. If you sign for delivery and accept a shipment, you are responsible for damaged products after delivery. We cannot be responsible for damage that occurs after a product is moved from our original delivery location. **Please note that a damaged product may not be exchanged for a different item or returned for credit.**

## DEFECTIVE, CONCEALED DAMAGE OR ERRONEOUSLY DELIVERED ITEMS

In the event that you receive the wrong or defective product, please contact us **within 48** hours by phone 1-203-929-6344 or come to the Counter. Shelton Winnelson will ship a replacement to you immediately. **To make a clean exchange, you must retain and return all packaging material and parts for return shipment.** Please note that a defective product may not be exchanged for a different item.

## MANUFACTURER WARRANTY PROTECTION

We sell only quality products from leading industry manufacturers. All products are covered by the manufacturers' comprehensive warranties. No matter where you live within the United States, the manufacturers provide complete and documented warranties with every product.