

Return Policy And Warranty Information

We want you to be happy with your purchase from Creative Wiring Solutions, LLC. If you're not, you can return or exchange it, subject to the following conditions:

1. All returns MUST be received by us within 90 days of the date of original delivery to your Shipping Address.
2. DO NOT return items in person---they MUST be shipped back to us.
3. All returns MUST be received in CLEAN, BRAND-NEW, and UNUSED condition, with ALL factory packaging and paperwork. Any returned items not so received will be returned to you at your expense and will no longer be eligible for return.
4. EXCHANGES/STORE CREDIT: You may return any of your items (excludes some products--see exclusions list below) for exchange or store credit without incurring any restocking fees, however you will be responsible for the return shipping on the new items.
5. REFUNDS: You may return any of your items (excludes some products--see exclusions list below) for a 100% refund of the purchase price. Original shipping charges are not refundable. If shipping charges were free or had a discount promotion, the refund will be less a shipping charge based on the shipping charges that would have been charged if there was no promotion.
6. DISCREPANCIES: Any discrepancies with your order (incorrect items, defectives, damage, etc) MUST be reported to our Customer Service department within 72 hours of delivery. Click the contact us link as seen on the web page to send a message to our customer service department. We will not be responsible if you fail to notify us within 72 hours.

7. WARRANTY INFORMATION: We back every product we sell with a minimum 1 (one) year warranty. Many products have manufacturer's warranties that are much longer. If a product has a warranty through the manufacturer that is longer than one year, the exact length will be displayed in the product description or features section. Shipping charges for all returns are at the expense of the customer.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. It does not cover failures which are a result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration or modification. Items that are accepted under warranty will be repaired or replaced at our discretion or the discretion on the manufacturer.

You must obtain a return authorization number before sending any item back for warranty repair or exchange. To do so, simply click the "Contact Us" link on the website and complete the online contact us form.

RETURN PROCEDURES

You must obtain a Return Authorization Number from us BY EMAIL ONLY before sending anything back. Click the contact us link toward the bottom right corner of the website to send a message to our customer service department. Include the following information in your request:

---The EXACT billing name on the order.

---The EXACT item(s) you are planning to return.

---Whether you are requesting an exchange, store credit, or refund.

1. A Return Authorization Number will be emailed back to you once we have verified that the order is eligible for return.

2. Any item shipped back to us **MUST** be properly packaged in a shipping box to avoid damage in transit.
3. You must include a note with your full billing name and daytime telephone number.
4. The Return Authorization Number **MUST** be written on the outside of the package.

FAILURE TO ADHERE TO THESE PROCEDURES WILL RESULT IN THE ITEM BEING RETURNED TO YOU AT YOUR EXPENSE.