

# JNC Industries Return Policy

At JNC Industries, we are committed to providing high-quality products that meet your needs. We understand that sometimes returns are necessary, and we aim to make the process as straightforward as possible. Please carefully review our return policy below to ensure that your return is handled efficiently.

## Eligibility for Returns

### 1. Standard Products:

- Returns are accepted for standard products within **30 days** of the original delivery date.
- Products must be in their original, unused condition and packaging to qualify for a return.
- Any item that has been used, damaged, or altered in any way is not eligible for a return.

### 2. Custom or Special Order Products:

- Custom or special order products are non-returnable and non-refundable unless there is a verified manufacturing defect.
- Any claims regarding defects must be made within **7 days** of receiving the product.

## Return Process

### 1. Return Authorization:

- Before returning any products, you must obtain a Return Merchandise Authorization (RMA) number from our customer service team. Returns without an RMA number will not be accepted.
- To request an RMA number, please contact us at [support@jncindustries.com](mailto:support@jncindustries.com) with your order number, a description of the items you wish to return, and the reason for the return.

### 2. Shipping Returns:

- The customer is responsible for all return shipping costs, including any insurance or tracking costs.
- We recommend using a traceable shipping method to ensure the safe and documented return of your items. JNC Industries is not responsible for any items lost or damaged in transit.
- The RMA number must be clearly marked on the outside of the return package. Returns sent without an RMA number or proper labeling may be refused.

## Restocking Fees

Restocking fees for approved returns of standard products are based on the total value of the items being returned, as outlined below:

- **Orders up to \$2,000:** 25% restocking fee
- **Orders between \$2,001 and \$10,000:** 35% restocking fee
- **Orders over \$10,000:** 45% restocking fee

These fees will be deducted from the total refund amount.

## Refunds

### 1. Refund Process:

- Upon receiving and inspecting your returned items, we will process your refund within **30 business days**.
- Refunds will be issued in the original form of payment.
- Please note that shipping costs, including those from the original purchase and return, are non-refundable.

### 2. Refund Amount:

- The refund amount will be the original purchase price of the returned items minus any applicable restocking fees and return shipping costs.

## Non-Returnable Items

- Custom or special-order products
- Items marked as "final sale" or "non-returnable" at the time of purchase
- Products that have been used, damaged, or altered
- Items returned after the 30-day return window

## Defective Products

- If you believe you have received a defective product, please contact us immediately at [support@jncindustries.com](mailto:support@jncindustries.com) within **7 days** of receiving the product.
- We will work with you to resolve the issue, which may include providing a replacement, repair, or refund at our discretion.

## Exchanges

- We do not offer direct exchanges. If you wish to exchange an item, please return the original item according to our return policy and place a new order for the desired item.

## Contact Information

If you have any questions or need assistance with a return, please contact our customer service team at:

**Email:** [support@jncindustries.com](mailto:support@jncindustries.com)