



20220 Hempstead Road, Suite #30, Houston, TX 77065

Tel: (281) 955-8035 Fax: (281) 955-8037

www.walrusamerica.com

RETURN POLICY

We are dedicated to assuring you get a right pump for your application, if you are not entirely satisfied with the product, we are here to help.

If you need to return a product, please request an RMA (Return to Manufacturer Authorization) number from us.

RETURNS

To be eligible for a return, the following terms and conditions are applied:

- Returning period is within 30 days of shipment.
- A return RMA number needs to be obtained.
- Need to have proof of the purchase.
- The product must be new and unused in its original packaging.
- You are responsible for the return shipping charges.
- Repair charges may be applied if the product has shipping damage during the transit of returning.
- A 20% restocking fee will be applied.
- Shipping charges are nonrefundable.

We reserve the right to refuse incomplete or damaged returns.

REFUNDS

Once we receive the returned product, we will inspect it and notify you the inspection results. If your return is approved, we will issue a refund check.



20220 Hempstead Road, Suite #30, Houston, TX 77065
Tel: (281) 955-8035 Fax: (281) 955-8037
www.walrusamerica.com

DAMAGED PRODUCTS

At the time of receiving product from a carrier, if you see any damage on the package, please refuse to accept it from the carrier and let us know immediately; or please make a note that the package is damaged when you sign. For products delivered by FedEx or UPS, if there would have any shipping damage, please notify us within 2 business days of receipt of the product.

DEFECTIVE PRODUCTS UNDER WARRANTY

If a product has any defects, please contact us immediately. Please DO NOT return the product without contacting us first and getting an RMA number. Please refer to the 'Limited Warranty', which is printed on the last page of product instruction manual, for details.