

Walrus America Inc Return Policy

We are dedicated to assuring that you will get the suitable pumps for your use, along with our excellent customer service. If you are not entirely satisfied with the products, we're here to help.

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

Returns

You have 30 calendar days to return an item from the date of receipt.

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

- * A return RMA (Return to Manufacturer Authorization) number has been issued.
- * Your item must be unused and in the same condition that you received it.
- * Your item needs to have the receipt or proof of purchase.
- * Your item must be in the original packaging and is in perfect resalable condition.
- * A 20% restocking fees will apply on all returns.
- * The repair charge will apply if your items are damaged by return.
- * You will be responsible for the cost of shipping. Shipping costs are nonrefundable.

We reserve the right to refuse incomplete or damaged returns.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund check or refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

Damaged shipment:

For standard carrier shipments (i.e.; US Postal Service, UPS, FedEx, etc.), we must have been notified (by phone or email) of any damage (or other problems) and have been provided with any and all additional information within 2 business days of you receiving your products. Once you have determined that the products shipped to you were received damaged, you need to notify us and the carrier (i.e.; US Postal Service, UPS, FedEx, etc.) within 2 business days. At time of delivery, if the packaging appears damaged on the outside, please refuse to accept it from the carrier, and let us know immediately; or please make

sure when signing the shipper's proof-of-delivery slip (on deliveries requiring a signature), you include a note stating the package is or appears to be damaged.

In the event of freight damage (shipments delivered by freight truck; i.e.: FedEx Freight, Yellow Freight, ConWay, Old Dominion, RoadWay, etc.), please review the freight damage information provided by the carriers.

Defective Products:

If any product proves to be defective, please contact us immediately. Please DO NOT return the product back without contacting us first and receiving an RMA number and the necessary return instructions.

The detailed warranty procedures are provided in the "Limited Warranty" that is attached with the product instruction manual.

Contact Us

If you have any questions on how to return your item to us, contact us.