

SURFACE PREP SUPER STORE

www.surfaceprepsuperstore.com

Privacy Statement - Returns Procedure - Warranty Information

Privacy Statement: Your privacy is very important to us. As a visitor of this web site, your personal information provided by you will not be stored, sold or shared. Visitors can access and browse the web site without disclosing personal data, however, certain activities such as placing an order, requires visitors to provide certain personal information. Surface Prep Super Store will only use the information provided to us, to process orders, respond to inquiries, and monitor the use of Surface Prep Super Store's web site.

RETURNS PROCEDURE - IMPORTANT NOTICE

RETURNS: Surface Prep Super Store requires a Returned Merchandise Authorization (**RMA**) be issued by customer service before any merchandise may be returned to Surface Prep Super Store for credit or service. Customer Service will issue a RMA for credit on any unused equipment within 30 days of original sale date. Orders returned must be in resalable condition and in the original shipping carton, along with any and all accessories included with products, a **20% restocking fee** and return handling fee will be assessed on all returned items for credit. Surface Prep Super Store does not credit shipping and handling charges. Customer is responsible for all freight charges, including return freight back to Surface Prep Super Store. All Orders are F.O.B Surface Prep Super Store, Denver CO.

All returns require a RMA and must be done within 30 days of receipt of order for credit. Package and ship returns in a manner to prevent damage, write your return authorization code on the outside of your box, and include a copy of your invoice. Returned products that exhibit obvious misuse will not be accepted for return, and will be sent back to the owner at his or her expense. All products returned are subject to evaluation by Surface Prep Super Store before any credit is issued. All credits are issued in the way they were received and may take up to 4-6 weeks after receipt of delivery.

After 30 days, Surface Prep Super Store will only allow returns under warranty. To obtain a RMA call customer service **(800) 945-4016**. E-mails requesting a return authorization will be instructed to call customer service before the 30 day period for return expires. No RMA will be given out via E-mail. Office hours are 8-5 Monday thru Thursday Mountain time. Any merchandise returned without an RMA will be quarantined until such time the owner of the goods calls in to make arrangements. If orders are returned without an RMA and the order sits in our warehouse past the 30 days authorized for returns, the order will be sent back to owner at his or her expense with no credit due.

IN CASE OF DAMAGE: Save the container and packing material for inspection

Visible: Request carrier to describe damaged identically on both Carriers and your copies of transportation bill, and acknowledge by legible signature of inspector of agent.

CONCEALED DAMAGE: If damage is discovered upon unpacking containers received in apparently good order, immediately notify carrier, requesting an inspection. It is imperative that written request for such inspection be made within 10 days from date of delivery of goods.

SHORTAGE: If number of containers in shipment does not correspond with transportation bill, obtain carrier's notation of shortage, and signature on transportation bill. When number of containers is correct, but there is indication of pilferage, notify carrier in writing, with complete list of missing merchandise. Claims for loss or damage must be filed with the carrier by consignee. This must be done within 5 days of date of delivery. We will assist you in every possible manner, but cannot be responsible.

Warranties are those provided by the manufacturer. The manufacturer warranty does not apply to defects caused by shipping, damage, unreasonable use or faulty repairs made by others. Further, the warranty is void if the product, or any of its components, are altered or modified by the purchaser, or if the product is used in an inappropriate manner not recommended by the manufacturer.

*Prices, availability and specifications subject to change without notice.
Retail price does not include freight, taxes, set-up and preparation.*

Surface Prep Super Store

Headquarters
855 East 68th Avenue
Denver, CO 80229
(800) 945-4016

[email](#)