

L.O.W. PARTS/SUPPLIES RETURNS AND CANCELLATIONS POLICY

- **Return Policy for Stocked Items:** Eligible items can be returned within 60 days of delivery if they are in unopened original packaging and have not been installed or used. Returns made within the first 30 days will incur no restocking fee. Returns between 31-60 days will incur a 30% restocking fee. Items cannot be returned after 60 days. Returns not meeting these conditions will not qualify for credit.
- **Return Policy for Electronic/Electrical Stocked Items:** All electronic and electrical items can be returned within 60 days of delivery if they are in unopened original packaging and have not been installed or used. Returns that do not meet these conditions will not qualify for credit. A 30% restocking fee will apply to all electronic/electrical item returns. Items cannot be returned after 60 days.
- **Return Policy for Non-Stocked Items:** For items non-stocked by LOWLaundry.com, returns must be made within 30 days from the delivery date. All non-stocked items will incur a 30% restocking fee. It's important to note that returns must be in resalable condition.
- **Items Not Eligible for Return:** Tools, Soap Vendors, Card Systems, Changers & Bill Breakers are all non-returnable. In addition, any made-to-order items such as Sol-O-Matic Furniture and Washer Bases are non-returnable.
- **Electronic/Electrical Parts Return Policy:** Certain electronic parts that are specifically programmed to your machine's model and serial number are not returnable or exchangeable.
- **Warranty Information:** All products listed on our website will display the respective warranty periods as provided by each manufacturer. We stand by the quality of the products we offer and aim to provide comprehensive warranty coverage to our customers.
- **Restocking Fee:** Orders may be subject to a 30% restocking fee at the discretion of the manufacturer, in accordance with their policies. However, if the item is stocked by LOWLaundry.com and returned within 30 days in resalable condition, no restocking fee will be charged.
- **Cancellation Policy:** There will be a 3% cancellation fee if your order is over \$300 and you choose to cancel your order, if it can still be cancelled.
- **Damaged Product Reporting:** We require customers to report any damage within 5 business days of receipt. This enables us to promptly initiate the necessary procedures with the courier and adhere to their deadlines for damaged packages.
- **Courier Investigation Requirements:** In the event of damaged products, it's imperative to retain the original box and packaging for shipping courier investigations. Failure to comply with this requirement may void the return or credit process.
- **To Know If We Stock an Item:** The availability of an item will be clearly indicated on our website's parts listing page as "In Stock," along with the exact quantity available in our warehouse at the time of viewing.
- **Important Notes About Incoming Returns:**
 - LOWLaundry.com does not do exchanges for any order.
 - All items to be returned must be preapproved.
 - Returns must include the Return Merchandise Authorization (RMA) Number on the package or shipping label.
 - No refunds will be given for shipping charges, handling fees, or state fees under any circumstances unless an error is made by LOWLaundry.com.