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RETURN POLICY

Customer Mistake (i.e. the customer made a purchase that they either decided against or that didn't meet their requirements and wasn't recommended by a member of the Janus organization)

- Unopened and returned within 90 days of purchase – 5% restocking fee
- Unopened and returned between 90 & 180 days of purchase – 15% restocking fee
- Unopened and returned between 180 days & 1 year of purchase – 35% restocking fee

- Opened and returned in full working condition within 90 days of purchase – 15% restocking fee
- Opened and returned in full working condition between 90 & 180 days of purchase – 25% restocking fee
- Opened and returned in full working condition between 180 days & 1 year of purchase – 50% restocking fee

Warranty Issue (i.e. the product showcases a defect and is returned during the warranty period)

- Customer receives full credit for the return – no restock fee is charged

Janus Mistake (i.e. we sold the wrong product, quoted and provided the wrong product, etc.)

- Customer receives full credit for the return – no restock fee is charged

Custom Products

All custom products are non-returnable. Customers ordering a custom product will only receive a credit in the event that product proves to be defective during the warranty period or if there was a verified mistake in the production of the custom product.

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A HALMA COMPANY