

Return Policy

Buyers may request a return on orders upon authorization from JCSB Industrial Inc. The return item must be marked with an RMA (Return Merchandise Authorization) number from the RMA Department at JCSB Industrial Inc. To be eligible for a return, your item must be unused and in the same condition as originally received. It must with original packaging. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and if it has been approved.

All returns must be made within 30 days of purchase. The buyer must follow the proper return rules and contact us before returning. Prior to returning any product, you must complete a [Return Form](#) to obtain an RMA # and return address. All packages being returned must have a valid RMA# written on the outside. Any packages received without and RMA will be refused and returned to the customer at customer's expense.

Any return made without this prior authorization will be refused and returned to the customer at the shipper's expense. Buyer is responsible for all return shipping costs unless item was shipped in error by seller or is defective. All items returned to us will be charged a restocking fee of at least 15%, unless they are damaged or defective. Restocking fees will not apply to defective products returned within the 14-day return period. Shipping Costs are non-refundable.

Please contact us at JCSB Industrial with the details of the order and the reason for return. Upon approval, buyer will be notified with instructions for return shipment.

To return your product, please contact JCSB Industrial Inc via email RMA@jcsbinc.com You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item valued over \$75, you should consider using a traceable shipping service or purchasing shipping insurance. We are not liable for any lost packages returned to us without tracking.

If you wish to cancel an order, you will need to Contact Us immediately to process your request. If your order has already shipped, you will need to request an RMA# to return the order and you will be responsible for any shipping fees.

JCSB Industrial Inc reserves the right to deny return orders at their discretion.

Warranty Policy

JCSB Industrial Inc warrants all products for the term of thirty (30) days from the date of sale. Any alterations to the part made by a customer will void this warranty. If any JCSB Industrial's parts are found to be defective under this warranty, JCSB will repair or replace said parts. All charges to JCSB Industrial Inc will be arranged before any items are returned. The customer must contact a JCSB Industrial Inc representative and obtain a return authorization number prior to sending back any parts for inspection. Other than replacement of parts or credit as expressed in this warranty policy, JCSB Industrial Inc shall not be liable for consequential or incidental damages, nor removal and installations resulting from or caused by the defective part. This Warranty Policy is solely for JCSB Industrial Inc represented parts. If the laws laid out in this policy are not followed properly, this policy shall be voided by JCSB Industrial Inc.