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ICW Merchandise Return Policy

March 1, 2014

Thank you for purchasing your ICW mounting products. If you are not satisfied with your order, you may return the product(s) **within 90 days of the date of invoice with NO restocking fee.**

Customers must request a Return Merchandise Authorization (RMA) from ICW by phone. Please call ICW at 800-558-4435 between the hours of 6:00 a.m. - 4:00 p.m. Pacific Time.

Be prepared with the following information:

- Invoice number, sales order number or Purchase Order number
- Part number(s) and product(s) being returned
- Detailed explanation of reason for return
- Name of the person who ordered the product, their phone number and email address
- Name of a user of the product, their phone number and email address

Please follow these instructions to return your product:

- 1. RMAs must be obtained within 90 days of the date of invoice.**
 - No return requests will be granted for discontinued products or custom products, including custom paint or coating.
- 2. Return authorization will be confirmed by e-mail** and will include a Return Merchandise Authorization label provided by ICW that is to be attached to the outside of the packaging.
 - Merchandise must be returned in the original packaging.
 - Merchandise must prominently display the RMA number on the outside of the packaging.
 - Package must contain a signed copy of the RMA with the product.
 - Customer is responsible for return freight costs and any damages caused in shipping.
 - ICW must receive the product within 15 days from the issue date of the RMA to ensure proper credit.
- 3. Unauthorized returns** or any returned merchandise that does not have an RMA number will be refused by ICW and returned to the customer at the customer's expense.
- 4. Regularly stocked ICW products that are returned after 90 days and less than 150 days** from date of invoice will be charge a minimum 15% restocking fee. No returns for products over 150 days. Additional fees for damaged product or parts that need rework may also apply.

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