

Returns and Refunds



Great Value Distributors

259, Quigley Blvd, STE5, New Castle, DE, 19720

We want you to be satisfied with your purchase, but we understand problems do occur with orders and deliveries.

We endeavor to provide the best, hassle-free resolution we can. There are, of course, some conditions which apply to this policy, so we encourage you to read the specifics detailed below.

RETURN POLICY REQUIREMENTS & LIMITATIONS

Please read this section carefully to make sure you understand what our refund and return policy is. If you do not understand this policy, we urge you not to proceed with your purchase and instead contact our Customer Care Team to get your questions answered.

This return policy applies to items purchased on our website.

REQUIREMENTS

The item(s) must be received at our Return Center within 15 days from the day you originally received the item from us.

The item(s) being returned must be accompanied by a valid Return Merchandise Authorization (RMA) number authorized by us.

Item(s) must be returned to us via a trackable shipping method with delivery confirmation (and all shipping costs pre-paid).

Item(s) being returned are subject to the Product Eligibility Criteria as stated below.

PRODUCT ELIGIBILITY CRITERIA

The following items are NEVER returnable:

- Items marked as "non-returnable" on the product description or information page cannot be returned.
- Items may not be eligible for return in some cases, including cases of buyer's remorse such as incorrect model or color of product ordered or incorrect product ordered.
- Special Ordered Items, Orders for Personalized Items, Volume / Bulk Discounted Orders.
- Close out or clearance sale items
- Gift Cards or Credit Vouchers
- Items that have been partially refunded.

All items are returnable only IF they are in their un-opened and un-blemished original manufacturer's packaging such that the item(s) can be re-sold in new condition.

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If you purchase any of the above-listed items, it is important you look at the item carefully to make sure it is what you ordered before opening the factory packaging. Once the packaging is opened, we cannot accept a return for the item.

All items are eligible to be returned provided they are in new condition, are not missing any items/pieces, are returned with the original manufacturer's packaging intact (in new condition), and have not been worn, used, altered, or show signs of any wear. In all cases, we reserve the right to assess up to a 25% restocking fee. Great Value Distributors shall make the sole determination as to whether or not an item qualifies under the terms (including whether or not we will assess up to 25% restocking fee).

If an item is returned and falls outside the above criteria, we reserve the right to reject the return completely OR subject it to an up to 25% handling and restocking charge. Orders that are refused for delivery will be subject to an up to 25% handling and restocking charge. Please note that refunds are issued for the price of the merchandise ONLY and only on the payment method used to make the original purchase. We will not refund shipping or handling charges for both original & return shipping. The only exception is in a situation where we made an error in fulfillment by shipping the wrong item.

Items that are denied a refund are only returned to the customer if the customer authorizes us to charge their payment method for applicable return shipping fees. Otherwise, items that are not claimed within thirty (30) days will be discarded or donated depending upon the condition.

If you have any questions as to what our refund and return policy means and how it applies to your purchase, we urge you to contact our Customer Care Team before making your purchase.

IS THERE A PROBLEM WITH YOUR ORDER?

Missing, Wrong, or Damaged Item(s)?

While we try hard to be perfect, we are only human. Sometimes we make mistakes in the fulfillment of orders. Other times, the merchandise may be missing pieces/parts or may be damaged during the shipping process. In these situations, we want to do everything we can to fix the problem as quickly as possible. If there is a problem with your order, please follow these instructions for the fastest possible resolution:

- The very first step is to notify us in writing that something is wrong with the order you received. You do this by emailing us. Be sure to mention the appropriate reason describing what is wrong with your order. When reaching out to us, be sure to include your order number, your name and the specifics of what exactly is wrong with the order. The more detailed, the better.

If your shipment looks fine at delivery, but you notice defect or damage after the carrier leaves, immediately contact us to report the situation. Make note of the package condition, the way it was received – left at door/ signed for, and description of the damage. Take pictures showing the affected area(s). Do not discard the product or shipping box.

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DELIVERY METHODS

Delivery Dates: For most locations in the United States, we are able to offer a Delivery Date for each available delivery method. This Delivery Date is the date we will deliver your order. These shipping options and delivery dates are presented to you during the checkout process.

Estimated Delivery Dates: For more remote locations, territories, APO/FPO, and PO Boxes we are only able to provide an estimated delivery date. While our estimates are usually accurate, we cannot guarantee your order will arrive within the estimated time frame.

Customer Name

Signature