



RETURN POLICY

Return

Digilube Systems Inc standard products, including but not limited to lubricants, brushes, automatic grease dispensers and replacement parts may be returned unused within the timeline outlined below, and will be subject to restocking fees.

- » 0-90 Days = 15%
- » 91-180 Days = 30%
- » 181-365 Days = 50%
- » After 1 Year = No Returns

Products customized to customer specifications are not available for return, with the express exception of workmanship issues. For products being returned under warranty, please refer to the product specific warranty instructions. Customer must contact Digilube customer service to initiate the RGA (Return Goods Authorization) process whether product is being returned or repaired. Customer's PO#, Digilube's SO# or Digilube Invoice# must be provided by customer for the specific product being returned. The RGA# will be emailed on the date it is issued. The RGA# must be written on outside of box or contained on shipping label of returned product. All products returned must be in original packaging, if applicable, and will be inspected before credit is initiated.

Other Information

Whether product is returned unused or submitted for warranty, the customer is responsible for shipping charges to Digilube. Digilube will assume the shipping cost back to the customer. After 90 days and three failed attempts to contact customer by phone, fax or email all products returned to Digilube will be considered abandoned and will be scrapped, releasing Digilube from any warranty or repair service obligations. If you have any questions or concerns about Digilube's policies please contact Digilube's customer service department for further clarification.