

EMC Farm & Industrial - Returns Policy

We want to ensure your complete satisfaction with your purchase. Please review our return policy below before placing your order. If you have any further questions or concerns, please don't hesitate to contact our customer services @ info@emcfarminustrial.com and/or our support team support@emcfarminustrial.com :

1. Eligibility:

- Returns are eligible within 30 days from the date of delivery.
- The item must be in its original factory-sealed condition.
- All defective items are covered under warranty terms.

2. Return Process:

- The customer must contact EMC Farm & Industrial to obtain an RMA number to authorize the return.
- The customer is responsible for shipping the item back to EMC Farm & Industrial at its point of origin, or the customer may choose to pay a shipping return fee to EMC Farm & Industrial to handle the return on behalf of the customer.
- The customer must return the items in its original factory-sealed condition and box(es) and/or packaging must be undamaged.
- The customer is liable for the product until it is returned to EMC Farm & Industrial at its point of origin and as-of its original state. The customer is responsible for any damage that may arise during the return arrange by the customer.

3. Refunds:

- Refunds will be issued within 30 days after the returned product is received by EMC Farm & Industrial.
- A restocking fee equal to 15% of the total of the invoice originally paid by the customer will be deducted of the total amount to be refunded to the customer.

4. Open Units:

- Returns are not eligible for open and/or used units.
- Open units will be subject to warranty support. All defective items are covered under warranty.

5. Exchanges:

- Exchanges are accepted and will be processed as a **return plus a new order**.
- Customers returning a product for exchange must follow the return process above and then place a new order for the replacement item.