



FAMCO®

The Contractor's First Choice

Order Cancellation and Return Policy

Orders are processed for shipment as soon as possible. While we understand that orders might need to be changed after being placed, we cannot cancel all orders free of charge. We have outlined the following policy regarding order cancellations and returns to ensure transparency and a smooth process.

1. Custom Orders

- Custom orders are **non-cancellable and non-returnable** 24 hours after being placed.
- All custom products will be identified as such on the order confirmation and will contain the language "NON-CANCELLABLE AND NON-RETURNABLE" below the part number.

2. High-Volume Items

- Defined as products that are in our catalog that FAMCO sells often and at high volumes.
- Orders that have already been shipped are **non-cancellable** but may be returnable.
- High-volume items may be returned within **12 months** of purchase.
- Cancellations for these items may be allowed without any restocking fees under certain circumstances but typically they will be subject to a restock fee no more than 25%.

3. Low-Volume Items

- Defined as items that are in our catalog, but FAMCO does not sell them often or at high volumes.
- Orders for low-volume items are subject to one of the following:
 - **Cancellation fees** for orders/items that are still in-house ranging from **25% to 50%** of the order value, based on order volume.
 - **Restocking fees** for orders/items that have shipped ranging from **25% to 50%**, also based on order volume.
- Orders that have already shipped are **non-cancellable** but may be returnable

4. Returns

- FAMCO may accept returns for products currently in our catalog, in original factory condition, free of all defects and in the factory package with a FAMCO supplied RMA form.
- All returns are subject to a 25% to 50% restocking fee and the customer must pay for freight charges on the returned products.
- Returns are allowed for up to **12 months** from the date of purchase.
- All returns will be checked in and verified within **2 business days** of receipt to ensure no damage.
- To ensure accountability, all returns will undergo a thorough verification process, including notes and detailed photographs.