

GENERAL RETURN GOODS POLICY (applies to all returns)

- Acceptance of return goods is not a guarantee of credit.
- Returned goods will not be accepted without a receipt.
- All returns subject to a minimum 20% restocking charge.
- No returns on special orders.
- Any credit is subject to inspection and/or return to the vendor and may be reduced to reflect charges associated with returning goods to the vendor including, but not limited to freight and vendor restocking fees.
- Goods are guaranteed to the extent of replacing such parts as prove defective. Under no circumstances will we be responsible for labor or damages caused by such defects.

DEFECTIVE PRODUCT

Defective product must be returned during the manufacturer's warranty period. Cleveland Plumbing Supply (CPS)/Complete Plumbing Source (CPS) will need to be [contacted](#) before any defective product returns. CPS will provide a prepaid shipping label for the return of the defective product along with the return goods authorization (RGA) once received from the manufacturer. The RGA must be included with the returned item. Refund will be issued by CPS once the manufacturer's credit has been finalized.

IF YOU PURCHASED THE WRONG PRODUCT

Please [contact us](#) prior to returning the product(s) and include the following information: invoice number, the product(s) you wish to return, and the reason for the return. All items are subject to a 20% restocking charge. We will waive any returns if a replacement item is ordered with the exception of items that shipped UPS dimensional weight, such as septic risers, PEX tubing, and PE tubing. These items will be charged the 20% restocking fee due to the high cost of shipping. CPS will issue a shipping return label at the customer's request but the return shipping cost is the responsibility of the buyer. Credit will be issued once CPS has received the returned product. No returns accepted after 30 days. *Please note: original shipping charges are non-refundable.*

Absolutely no returns on electrical items.

Please note: All material must be in original undamaged packaging and in saleable condition.

IF WE SHIPPED THE WRONG PRODUCT OR SHORTED ITEMS

CPS must be notified within 10 days of delivery. Please [contact us](#) prior to returning the product(s) and include the following: invoice number and identifying information of the incorrect item received. CPS will provide a prepaid shipping label for the return. Credit will be issued once CPS has received the returned product.

Important Note: NEVER, under any circumstances, should a shipment be refused regardless of the delivery method. Please accept the delivery and [contact us](#) in the event a return is necessary. We ship from our warehouse and from multiple vendors. We cannot ensure an item will get back to us for credit if we aren't contacted first. When a shipment is refused UPS charges an additional \$28.50 redirect fee per package plus their return shipping charges. Unfortunately, if a shipment is refused it will be necessary for us to reduce the customer refund by all redirect and shipping charges.

Return address

Cleveland Plumbing Supply
Attn Mat in Returns Dept.
143 E. Washington St.
Chagrin Falls, OH 44022

Please be aware we will do our best to accommodate a request to cancel an order however, may not be able to do so in the event the order is already in process. The order can be returned but the return shipping cost is the responsibility of the buyer.