

## **EUGENE FASTENER and SUPPLY Co., Inc.**

P.O. BOX 2563 - 595 Wilson Street  
EUGENE, OR 97402  
541-342-5978 / 541-342-1385  
Email: [sales@eugenefast.com](mailto:sales@eugenefast.com)

### **Refund Policy**

Our policy is valid for a period of 14 calendar days from the date of the purchase or the date of receipt, whichever comes later. If you would like to return the product for a refund during this period, you may do so provided the conditions below have been met.

#### Refund requirements

The following criteria must be met to qualify for a refund:

- Product must be unopened
- Product must be in original packaging
- Product must be unused
- Product must not be damaged

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund.

#### Proof of purchase

To complete your refund, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not issue a refund.

#### Sale and clearance items

Only regular priced items may be returned, unfortunately sale or clearance items cannot be returned.

#### A Return Merchandise Authorization (RMA) is required

In order to return an order, you must contact us first and obtain and include a Return Merchandise Authorization (RMA). Returns will not be accepted without a valid Return Merchandise Authorization.

Returns can be mailed or brought to our storefront at: 595 Wilson St. Eugene, OR 97402. You will be responsible for paying for the shipping costs with regard to the items that you wish to return. We will not refund the shipping costs.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject a refund.

All refunds will be subject to a \$15 restocking fee.

Questions, please contact us:

If you have any questions, concerns, or complaints regarding this refund policy, we encourage you to contact us using the details below:

[sales@eugenefast.com](mailto:sales@eugenefast.com)

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