

## Refund and Return Policy

Our refund and returns policy lasts 90 days. If 90 days have passed since your purchase, we can't offer you a full refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Items that have been installed are not eligible for return.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer, with the exception of Circuit Breakers and Smoke Detectors where the manufacturer has given you contact information for returns.

There are certain situations where only partial refunds are granted:

- Any item not in its original condition, or is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 90 days after delivery.

### **Refunds**

Once your return is received and inspected, we will send you an email or text to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 days.

### **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at

[arrow@aecomn.com](mailto:arrow@aecomn.com) .

### **Exchanges**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, bring it or send it to our store where we will process it.

### **Shipping returns**

To return your product, you should bring or mail your product to: Arrow Electrical Supply Co

960 10th Ave SE

Detroit Lakes, MN 56501

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Need help?

Contact us at [arrow@aescomn.com](mailto:arrow@aescomn.com) for questions related to refunds and returns.