

Proman Products LLC

Product Return Policy

All products shipped from Proman will have a one year warranty. Please follow our return policy below and feel free to contact us if you have any questions:

	Scenario	No Charge	Charge Shipping	Handling Fee \$5	Restock Fee 15%
1	Change or cancel order before product leave our warehouse	x			
2	Change order after product leave our warehouse		2 way	x	
3	Cancel order after product leave our warehouse		2 way	x	x
4	Ship replacement parts	x			
5	Recipient doesn't like after receiving		2 way	x	
6	Proman shipped wrong item, will reship and issue call tag	x			
7	Claim defect, reject, accept replacement	x			
8	Claim defect, reject, refuse replacement		1 way	x	

Following procedures must follow for return goods:

1. Clients must notify Proman Products of any returns or exchanges by email or by fax
2. End users must contact their original order sites for any return, Proman will NOT issue return authorization to end users. Proman can ship parts to end users per their request.
3. Every return must have a Return Authorization No. (RA#). RA# will be issued to client, RA# must show on the return box
4. Refund, if apply, will be processed upon receiving of the returned package
5. All replacement parts will be shipped GROUND at Proman's cost. Client will pay the difference if expediting method is requested.