

Cordstrap Returns Policy

USA & Canadian Customers

Thank you for purchasing Cordstrap Cargo Securement products. We hope that you are satisfied with your purchase, however if you need to return products please note the following return guidelines.

POLICY

Cordstrap will accept any items for return that are in new condition in Cordstrap packaging, unused, unaltered, resalable and free of damages, up to 180 days from the invoice date.

DAMAGES AND QUALITY

If you believe your package was damaged in transit using one of Cordstrap's carriers, please contact us as soon as possible at sales.usa@cordstrap.com and we will work with you to resolve the issue.

If you believed you received a quality deficient product, please contact us. An investigation will be opened and we will work with you to resolve the issue.

If shipping was arranged using your organization's own carrier, you will need to file a claim directly with them. We would be happy to assist with any details required for you to do this.

GENERAL RETURN PROCESS

To return an item, simply contact us at sales.usa@cordstrap.com with your order number and details of the product you would like to return. We will respond within 2 business days with instructions for how to return your items. Returns are typically processed within 7 business days. You can also call **(262) 898-6670** for assistance. Returns are subject to a 15% restocking fee.

Shipping and order processing fees are not refundable.

Some exclusions apply.

CUSTOM PRINTED PRODUCTS

Custom made products containing an organization's information, such as logos, are not returnable.

SHIPPING COSTS

If you received unordered product due to our error, or received damaged product using our contracted carriers, we will cover the cost to pick up and re-ship the material.

Cordstrap will arrange shipment with a carrier, unless specified by customer.

RESTOCKING FEE

If you are returning unused product within 180 days of invoice date, you will be responsible for the shipping charges back to Cordstrap, plus a 15% restocking fee.

PROCEDURE

When you contact us requesting a return, we will provide you with an RMA number. If the return is related to damages or quality, we will open an investigation to determine root cause of the failure. After product is received and evaluated a refund will be issued.

EXCLUSIONS

Items with an expiration date of less than 6 months are not eligible for return. Slow moving or obsolete items that were promotionally priced or discounted are not eligible for return. We reserve the right to deny a return.