

RETURN AND EXCHANGE POLICY

If you are not satisfied with your purchase for any reason, return it with your original receipt to any Empire Staple Company Store.

- a. Items returned within 30 days in new condition, with all accessories and original undamaged packaging, qualify for a full refund or exchange. Credit may be applied to other merchandise or to your account. Upon request, refunds can be issued by check within 10 business days. Purchases made by charge card will be credited to the original account.
- b. Returns received after 30 days, without accessories, or not in new condition may be accepted at our discretion and will incur a minimum 25% restocking fee. Credit may be applied to other merchandise or to your account.
- c. Special order items and electrical parts are subject to the manufacturer's return policy. Restocking and shipping charges may apply.
- d. Items with a manufacturer defect are subject to the warranty provided by the manufacturer.
- e. Online purchases must be shipped back at the purchaser's expense. The above scenarios will be taken into consideration.