

McLane Returns Policy

If for any reason you are not satisfied with your McLane product, we will be happy to exchange the product/s or provide you with a refund. Providing that the product is returned to us undamaged and in its original condition (**Original condition means unused, unmarked, and in original packaging**) It is the customer's responsibility to pay all freight charges to return the item and there will be a **25% restocking fee applied** to all returns.

Although not required it is suggested you ensure returns, as we are not responsible for items lost in transit.

If goods are factory defective or different from your original order, you may choose between a refund or exchange. Please see instructions below for factory defective product.

When it comes to returns or exchange, we operate a "fair and reasonable" policy. All items are thoroughly inspected for defects at our facility prior to shipping. You should contact us immediately upon receipt of your shipment (within 3 days) if you believe there is an error, and you need to return your product.

All postage associated with non-defective returns to McLane, will be the responsibility of the customer. Shipping for exchanged item is also at the customer's expense. All exchanges and credits are assessed on a case-by-case basis and may be refused at McLane's discretion.

FACTORY DEFECTIVE PRODUCTS

We will replace free of charge any defective equipment or parts that are found defective once we receive back and inspect. Please call us for a return merchandise authorization number (RMA), no returns will be accepted without this. Defective items must be returned in its original packaging to the following address:

McLane Manufacturing
6814 Foster Bridge Blvd.
Bell Gardens, CA 90201

Items must be returned within (7) seven days of the receipt date to be eligible for replacement. Items will be replaced with the same item originally purchased. For items that cannot be replaced, a full refund will be offered.

TRANSIT DAMAGED PRODUCTS

If damages during transit have occurred, please contact us immediately (within 3 days) of receipt of your shipment. Please take a few photos of damaged product and the packaging and send it to customerservice@mclaneedgers.com

****DO NOT add oil or gas if upon inspection you find that the product is damaged****

Make sure to keep the original packaging for inspection and investigation. It must be in the same condition it was received for us to properly establish that the damage was due to shipping and not due to some other cause. We are not able to accept claims for shipping damage if the original packaging has been discarded. If the box is severely damaged, please put the damaged package into a secure container to ship back.

All products being returned must be with the original component, cables, documentation, manual(s) and accessories.

HOW TO RETURN YOUR ITEM

Please email McLane Manufacturing Customer Service team at customerservice@mclaneedgers.com or call us at (877) 633-8158. A customer service representative will evaluate your return request, record, or request all the necessary product return information and issue you with a Return Merchandise Authorization Number (RMA). You must obtain an RMA number immediately to ensure that you are eligible for a replacement or refund.

Send your item to the return address provided. Please ensure that your RMA number is clearly displayed on the return packaging. As soon as the return has been received and inspected, a replacement product will be shipped, or a credit/refund will be issued.

All returns must be received by McLane Manufacturing within (14) fourteen days of the RMA number being issued.

Replacement product will only be shipped after the defective product has been received at McLane.

Returns without and RMA number will be rejected.

If you feel that your return falls outside of our policy, please contact us at (877) 633-8158 to confirm if your return can be accepted.