

# **FAQ**

## **Returns and Refund Policy:**

DWO will happily accept for return and refund/exchange any merchandise that is shipped in error, or damaged, or defective upon receipt by any customer. Below are some of the common questions we've encountered when customers need to return any merchandise for refund.

Q) I received an item that I didn't order or that was the wrong merchandise. What should I do?

A) We make every effort to ensure that we get your order correct – that you have the right product at the right price delivered to you at the right time. But should an error be made, we will do everything possible to get the correct merchandise to you. Simply call our sale office and speak to a sale representative. They will make arrangements for the return of the wrong merchandise and work to get the correct item shipped to you as fast as possible. Please notify our offices of any errors in shipping within 15 days of shipping – if we do not hear from you, we will assume everything is correct with your order.

Q) What is the time-limit on returns?

A) Any customers wishing to return or exchange purchased merchandise must request permission, via email or in writing, within 15 days of the shipping date. Requests for refunds after 15 days will require approval from DWO management and be subject to a 15% re-stocking fee, plus shipping charges.

Q) Must I get pre-approval for any returns I need to make?

A) Yes, DWO requires that you contact our offices via email or in writing about any returns you wish to make.

Q) What information do I need to provide to request a return?

A) Please provide the following:

Order Date

Invoice Number and Date

SKU and/or UPC number of item(s) to be returned

Quantity returned and cost of each item

Total refund requested

Q) Do you allow returns for exchange of merchandise?

A) Yes, DWO will accept returns for exchange purposes should a customer received any damaged or defective goods. Should a customer prefer to have a refund issued, all refunds will be made as credits to the credit card used to purchase the merchandise, or as a company check issued to the purchaser.

Q) Is there a limit as to how much a customer can return?

A) No, there is not a limit – DWO wants our customers to be completely happy with the merchandise they've received. If you receive any damaged or defective merchandise from DWO, we will happily replace the items or refund the purchase.