



Wells Plumbing and Heating Supplies, Inc.

Wells Sinkware Corp

Wells – Wentworth

TOSOT -

### **30 day Returns policy**

Not happy with your recent purchase? It's no problem! Simply email our customer care team to discuss resolution, returns, request refunds, or leave feedback.

### **Returns are denied for Product(s) that have been installed, damaged, or used in any way.**

To begin the return process. A request has to be made within 30 days from the delivery date for all refunds minus 25% restocking fee. All products must be returned in new condition only.

Once your order has been delivered, you will need to initiate a return by following our standard 30-day return policy. All merchandise is expected to be in the same condition that you received it, unused and in its original packaging.

You will receive an email confirming the return and refund details as soon as possible which will include any return shipping and applicable restocking fees

Returns are not permitted without a Return Goods Authorization Number (RGA#). A 25% restocking fee will be charged for returns.

The products must be returned in sellable condition, in original boxes, including protective packaging.

Please include order number in subject line for all Returns, refunds, cancelation request

**Damaged Goods:** Any claim for damage or loss should be made immediately to the freight carrier. Wells takes no responsibility for the condition of the merchandise after it is picked up by the carrier.

**Refunds are issued:** once the item has been received and inspected.

We reserve the right to challenge - returns files with the intent to Deceive -theft- and fraud

Orders more than 30 days from date of receipt by customers are non-refundable.

### **Refund are denied**

Requests for refunds will be denied for any item(s) that have been used or installed.

Any damage incurred due to improper installation is the responsibility of customers.

Damages - Proof of damages must be provided for returns or refund request (Photo evidence is required)

### **Return shipping cost -**

The customer is responsible for the cost of the returned shipping. If Wells Plumbing and Heating Supplies, Inc. pays for the shipping it will be deducted from the total refund plus a 25% restocking fee -We have the right to refuse return shipping cost that do not comply with our Returns Policy.

All returned merchandise is subject to a 25% restocking fee and the return cost of shipping. Our customer service representative reserve the right to adjust as needed. –

### **Cancellations**

We process orders as quickly as possible. You can cancel an order if we have not started the shipping or delivery process.

If your order was recently placed on our website and has not yet shipped, it may be possible to process a cancellation by contacting us

If purchased online from a partner website - Customers must follow a marketplace method for communication for cancellations and Wells return policy will be followed.

If you decide to cancel the order after it has been shipped – you must refuse the item and once the item is received a refund will be issued-

If you decide to cancel the order or refuse the delivery after the order has shipped, you will incur return shipping and a 25% restocking fee. These additional fees are dependent on the item refusal details and the destination location. Our customer service representative reserve the right to adjust –fees and shipping rates as required on a case-by-case review

### **Exchanges**

We do not offer direct exchanges. Orders can be exchanged by returning for a refund and submitting a new order.

<p>Refunds and return Contact information  Phone: 312-850-3466  Email:  orders@wellssinkware.com  All Returns: must include Online order number for processing</p>	<p>For Wells- Wentworth Grease Traps   Ship to:  Wells Plumbing  916 W 21st Street  Chicago IL 60608  Contact Sylvia 312-850-3466  Email:  orders@wellssinkware.com</p>	<p>For Wells Sinkware Corp   Ship to:  2600 W 35th St #125a,  Chicago, IL 60632  Contact Sylvia 312-850-3466  Email:  orders@wellssinkware.com</p>
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Disclaimers:

Product Changes: Wells Plumbing and Heating Supplies, Inc. reserves the right to modify, discontinue, and/or re-design any product, catalog, or price list at its sole discretion without liability.

Please email Wells Plumbing and Heating Supplies, Inc. Customer Care (Email [orders@wellssinkware.com](mailto:orders@wellssinkware.com)) if you have any questions on shipping.

Content and information provided by Wells Plumbing and Heating Supplies, Inc. on Amazon is for informational purposes only.

PRODUCT IMAGES ARE FOR ILLUSTRATIVE PURPOSES ONLY While we work extremely hard to ensure that all product information is correct, manufacturers sometimes change their logos, packaging, and products. You should use our information as a reference, carefully read all product packaging, and user manual, service guidelines as recommended by the manufacturer.

Customer reviews are provided for informational purposes only. Customer reviews reflect the individual reviewer results and experiences only and are not verified or endorsed by Wells Plumbing and Heating Supplies, Inc. on Amazon.

**For TOSOT related inquiries please refer to where the unit was purchased from for customer support refund-returns-cancelation or exchange policy**

**TOSOT North America**

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**Phone: (626) 775-4440**