



RETURN POLICY

We stand behind our products. In the unlikely situation that you feel you must return one of our products, we have a return policy.

If you feel that there was a defect in workmanship or quality, we will refund your purchase price when you return the product per our return policy.

* We will refund your purchase when returned within one month of purchase date with the following stipulations:

- You contact us via email for a return authorization form from us to make the return.
- Return shipping costs and shipping insurance to cover the amount of purchase are the responsibility of the purchaser.
- Merchandise must be adequately packaged and shipped using a common carrier.
- All returns must include a copy of the original receipt of purchase.
- Returns must be received with signature confirmation.
- All approved returns are subject to a 5% restocking fee which will be deducted from your refund.

* We will issue a check for any refunds within 7 business days of receipt of product following a product inspection.

Custom Products Returns Policy

Typically, we do not accept returns on a custom-ordered, custom-made product, however if you are dissatisfied, we want to know and will review your situation on a case-by-case basis.

RETURN AUTHORIZATION FORM:

Date _____

Date of Purchase _____

Reason for Return:

Amount of Purchase (please include a copy of receipt) _____

Name _____

Address _____

City _____ State _____ Zip _____

Email: _____ Phone: _____

Please return product with this return authorization form to:

R. Grell LLC
2015 Norton Road
Hudson, OH 44236

Phone: 330-650-0586

Email: rgrell@windstream.net