



RETURN POLICY

Proof of Purchase is your original invoice, which should be retained in the event that a warranty claim is necessary.

By placing an order with Quality Extractions Group either online, in-store, or via phone, you indicate that you have read and agree to the following return policies. Note: Returns must meet ALL criteria.

We do NOT accept returns for customized items. Quality Extractions Group in its sole and absolute discretion shall be the sole determiner of whether a product is in fact defective.

No returns on all glassware.

No return on gas, liquid solvents, or hazardous materials

Starting from the date of delivery, you will have 48 hours to open and inspect all purchased products. Any missing pieces must be reported during this time period; otherwise, Quality Extractions Group will not be held responsible. If anything is missing, please contact our customer service rep at (567)-698-9802.

You have 14 calendar days from the date your shipment was delivered to return the goods to the possession of Quality Extractions Group for any orders incorrectly placed or exchanges. If the item is returned during this timeframe, we will exchange it or offer a refund based upon the original payment method. For products verified to be defective, damaged, or the incorrect product, Quality Extractions Group will supply a prepaid shipping label along with an RMA (return merchandise authorization) number.

Products should be returned unused and in the original condition they were received. This includes all accessories, manuals, manufacturer's crate/boxes, packing materials, etc. Returns received that have been used or with missing components or modifications will be refused and returned to you at your cost and without credit approval. You will be responsible for ensuring adequate packaging on all return shipments. If the shipment is damaged in transit to Quality Extractions Group, you will be responsible for the loss of any non-defective items.

For non-defective products, a 25% restocking fee will apply, and you will be responsible for the cost of the initial shipment and return shipment after 14 days. For products verified to be defective, Quality Extractions Group will be responsible for your return shipment and the shipment of replacement items.

If a defect is found not to be the fault of Quality Extractions Group, warranty work will be quoted and authorized by the customer, to be paid by our accepted payment methods. The unit will be repaired and shipped back to the customer within 7 business days from the time of customer authorization.

Shipping freight charges for work not performed under warranty are the customer's responsibility and will be provided in the warranty repair work quote.

The unit will be considered "abandoned" after 45 days following notification of repair options and may be re-purposed or discarded.