

This policy applies to all requests for cash or card refunds on returned product.

1. 1 year return policy.
2. Must have original receipt. No reprints or copies. No bank or credit card statements.
3. Credit to be received by method of payment.
 - Cash to cash.
 - Debit card to debit card with matching numbers or the same card.
 - Visa to Visa with matching numbers or same card.
 - Mastercard to Mastercard with matching numbers or same card.
 - Discover card to Discover card with matching numbers or same card.
 - American Express to American Express with matching numbers or same card.
 - If the payment is made with a Lordco Gift card, then the credit will be Lordco Gift card as well.
4. Name and phone number to be recorded on the merchant copy of the credit slip.
5. Original packaging needed on all new or core products that are returned.
6. Warranty items are only to be returned within 1 year unless this is exceeded by the manufacturer warranty
7. Installed or used items will not be eligible for return. period for exchange or refund. Refer to manufacturer warranty policy.
8. New items returned must be in resalable condition.

Non-returnable or refundable items:

- Custom Mixed Paint
- Cut to length product (wire, hose, etc.)
- Tire Chains/Cable Chains
- Haynes manuals
- Electrical parts
- Special order hard parts are non-returnable, i.e. product special ordered from a third-party supplier
- Clearance or final sale merchandise cannot be returned or refunded nor carry a warranty.
- Personal safety products (opened) cannot be exchanged or refunded
- Electrical test equipment or tools
- Shipping charges