

## Return Policy

### Overview:

- All items being returned to Chandler require a Return Authorization number prior to the goods being returned.
- Items received via a shipping method without a Return Authorization number will be refused and returned to the sender at their cost.
- If you are not satisfied with your purchase, it can be returned via the original receipt method or in person at any of our Chandler branches within **30 days** of invoice date with the original invoice. Items after this time are subject to a manager's approval and may be subject to a restocking fee.
- **Special Order** items are subject to a **25% restocking fee** and require a **Return Authorization** number prior to being returned to Chandler.
- Items being returned must be in the original packaging and condition
- Your refund will be processed when the item being returned has been received by Chandler, for credit card purchases the refund receipt may take up to 5 business days depending on your banking institution.
- **Customized or Altered** items are non-refundable.
- **Delivery charges** and **fuel surcharge fees** are non-refundable.

### In Person Returns:

- Returns can be made at any Chandler Branch withing 30 days from invoice date for stock items.
- Return Authorization number will be issued in the branch taking receipt of the goods.

### Shipping Returns:

#### Stock Items:

- Contact Chandler Customer Service to request a return authorization number:
  - Phone: 1-800-363-9611
  - Email: [customer.service@chandler-sales.com](mailto:customer.service@chandler-sales.com)
- You will require your original invoice number and the items to be returned identified for orders with multiple items and the reason for the return request.
- Return Authorization numbers will be issued within 1 business day and a Return Authorization form will be emailed to you to include with your return.
- Return shipping costs for undamaged/non-defective items is the responsibility of the customer.

#### Special Order Items:

- Contact Chandler Customer Service to request a return authorization number:
  - Phone: 1-800-363-9611
  - Email: [customer.service@chandler-sales.com](mailto:customer.service@chandler-sales.com)
- You will require your original invoice number and the items to be returned identified for orders with multiple items and the reason for the return request.
- Approval for return of special-order items is required; if approved, Return Authorization numbers will be issued within 3-5 business days and a Return Authorization form will be emailed to you to include with your return.
- Return shipping costs for undamaged/non-defective items is the responsibility of the customer.

## Damaged Or Defective Returns:

### Damaged Returns:

If you receive an item that is damaged:

- Contact Chandler Customer Service to request a return authorization number:
  - Phone: 1-800-363-9611
  - Email: [customer.service@chandlersales.com](mailto:customer.service@chandlersales.com)
- You will require your original invoice number and the items to be returned identified for orders with multiple items and the reason for the return request.
- Require a picture of damage, subject to review.
- Credit will be issued for damaged item and replacement product will be shipped as soon as inventory is available.

### Defective Item Returns:

If you receive an item that is defective:

- Contact Chandler Customer Service to request a return authorization number:
  - Phone: 1-800-363-9611
  - Email: [customer.service@chandlersales.com](mailto:customer.service@chandlersales.com)
- You will require your original invoice number and the items to be returned identified for orders with multiple items and the reason for the return request.
- Require a picture of defect, subject to review.
- Defective items more than 30 days from invoice date for return will be warrantied by the manufacturer and are subject to their review prior to credit being issued.

## Order Error:

If you receive an item(s) that is incorrect:

- Contact Chandler Customer Service to request a return authorization number:
  - Phone: 1-800-363-9611
  - Email: [customer.service@chandlersales.com](mailto:customer.service@chandlersales.com)
- You will require your original invoice number and the items to be returned identified for orders with multiple items and the reason for the return request.
- Return Authorization numbers will be issued within 1 business day and a Return Authorization form will be emailed to you to include with your return.
- Credit will be issued for the item that you were charged for initially and the correct item(s) re-ordered, shipped and billed.