

# Return Policy

## **Returns:**

All returns must have an Return Merchandise Authorization (RMA) prior to return the shipment. All returns must be have a RMA within 30 days of shipment date. All returned items must be in new and unused condition, with all original bags and labels attached.

## **Return Process:**

To return an item, please email customer service at [info@glaswerk.com](mailto:info@glaswerk.com) to obtain a (RMA) number. After receiving a RMA number, place the item securely in its original packaging and the return form provided, and mail you return to the following address:

Glas Werk Inc

Attn: Return

RMA#

29710 Avenida De Las Banderas

Rancho Santa Margarita, CA 92688

United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

## **Return Credit:**

After receiving your return and inspecting the condition of your item, if a credit is deemed appropriate than we will process it. Please allow ten (10) days from the receipt of your item to be processed and inspected. We will notify you by email with the results from the inspection and if any credit will be returned to your internal account.

## **Exceptions:**

The following items cannot be returned or exchanged:

- Modification to customers parts/items
- Refurbishment of customer parts/items
- Repairs of customer parts/items
- Any parts/items that were annealed and/or cleaned

**Please note, Customer must receive approval prior to shipping product back**