

Universal Distributing, L.L.C.

9425 California Street
Redlands, California 92374
1-800-480-1488

Our Policy

We want you to be completely satisfied with your purchase! If for any reason you are not satisfied with your order, you may return it within 60 days of receiving it. Inspect all products upon receipt; no returns can be made after 60 days. Please note that sales of all clearance items are final.

Making a Return

To begin your return process, please contact a customer service specialist at 1-800-480-1488. Specialists are available Monday through Friday from 8 am to 4:30 pm (Pacific Time). We will issue you a RMA (Return Merchandise Authorization) number. Write this on the return address label on the bottom of this form. Place the label on the outside of the return box. Returns made without a RMA will be returned to sender.

Complete the Returns Form info below, and then repack it with your order. All merchandise must be in the original packaging and original condition. Send your return via FedEx or UPS Ground and respond to the order return request e-mail with the shipment date and tracking number. Shipping charges on returns are non-refundable. Installed products with cut wires or loose crystal will be subject to a \$50 fee.

For defective merchandise, we will ship you a new replacement product and charge you for the product and shipping. You will be issued a refund on your original merchandise and shipping after we receive and inspect your returned product.

International and Canadian customers please refer to our site for complete return details or e-mail us for information.

Freight Item Returns

Please call us to arrange shipping on items requiring freight shipping. Freight items will be charged a flat \$99 pick-up fee.

Returns Form:			
First Name:	_____		
Last Name:	_____		
Address:	_____		
Address 2:	_____		
City:	_____		
State/Zip:	_____		
Phone:	_____		
E-Mail:	_____		
Item#	Description	Qty	*Reason#
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
*Reason for return: 1. Broken 2. Don't like 3. Wrong item 4. Other _____			

FROM:

TO: Universal Distributing L.L.C.
9425 California Street
Redlands, CA 92374
Return Authorization Number:
