

American Machine Specialties of NJ return policy for all ceramic coated parts: as of 01/27/2021

Seller offers a 60-day return policy on most products. Manufacturer restrictions apply to certain merchandise, as detailed below and as updates from time to time. Customer may obtain additional details and any applicable updates by reaching seller at 800-394-9850 or by emailing info@americanmachinespecialtiesofnj.com.

Item 1:

Defective product returns: Customer may return dimensionally defective products to seller within (1) year from receipt of parts and receive credit, replacement, or rework. No returns will be accepted beyond the (1) year time allowance.

Non-defective product returns: Non defective product returns are defined as those that are dimensionally correct but might show minor signs of cosmetic fault. Customer may return most non-defective products directly to seller within sixty (60) days of receipt of parts and receive either a credit or a exchange. Non-Defective products will not be accepted for return beyond sixty (60) days from customer receipt of parts.

Item 2:

Customer shipment of return merchandise:

Return Merchandise Authorization (RMA) number. No returns of any type will be accepted by the seller unless accompanied by a unique RMA number, which customer may obtain by providing the following information to American Machine Specialties of NJ: Applicable packing slip number, Customer purchase order number, and details of customers issue with the product.

Responsibility for shipping costs: Seller will be only responsible for all shipping costs associated with Defective Product Returns (DPR). All shipping costs associated with non-defective product (NDP) returns are the responsibility of the customer.

Item 3:

Merchandise damaged in transit: Refusal/Receipt of damaged products: If a package containing items purchased from the seller arrives at the customer's shipping/receiving address damaged, customer must refuse to accept delivery from the carrier. If customer does accept delivery of the damaged package customer must (i) note the damage on the carrier's log/record so the seller may file a claim; (ii) save, as is, the merchandise and the original box and packaging the products arrived in, and (iii) promptly notify the seller either by calling our 800-394-9850 number to arrange for carrier's inspection and pickup of the damaged merchandise/goods. If customer does not note the damaged and save the received merchandise and does not notify the seller within (10) days of delivery acceptance, customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and sellers regular return policy, as described in items 1 and items 2 above shall apply.