



Suburban Water Technology, Inc. Return & Refund Policy

No Restocking Fee for 30 Days

Suburban Water Technology, Inc. accepts returns up to 30 days with no restocking fee. Between 31 and 90 days of receipt, returns are subject to a 10% restocking fee, and returns from 91 days to 1 year are subject to a 20% restocking fee. Products may only be returned for up to one year from the date of purchase.

Non-Returnable Items

A small number of items that we sell are labeled as "Non-Returnable". These special order items are not eligible for our standard return policy described on this page. We do not accept returns or cancellations on these items once the order is placed. However, the manufacturer's warranty still applies to these items. If you require assistance with a Non-Returnable Item, please [contact our Service Dept.](#)

Ordered the Wrong Products

If you have ordered the wrong product or no longer want a product you ordered, you will be responsible for the return shipping cost. You can also call or email our Service Dept. to set up the return for you. The products must be returned in new and unused condition in the original packaging. The RGA form must be included in the box. The customer is responsible for all shipping charges associated with the return or exchange. There will be no restocking fee if you exchange the item by placing a new order or if you return the item within 30 days of receipt. After 30 days, a restocking fee will be applied.

Received Defective Products

Suburban Water Technology, Inc. must be notified of defective products within 30 days of receipt. You can call or email our Service Dept. to set up the return for you. Be sure to include all pages of the RGA form. For fastest replacement, we can place a new order for the replacement items and ship them out to you as soon as possible (you will be credited for the full amount of the original order when we receive your return). If you do not place a new order, we will ship your new items after we receive your return. Suburban Water Technology, Inc. will pay the shipping cost associated with the replacement. There will be no restocking fee if you set up a return or replacement within 30 days of receipt. After 30 days, a restocking fee will be applied.

Replacing Items Under Manufacturer Warranty

Suburban Water Technology, Inc. honors all manufacturer warranties for our products. If you are experiencing an issue with a product purchased through Suburban Water Technology, Inc. that is still covered by a valid manufacturer's warranty, please contact the Service Dept. Suburban Water Technology, Inc. will advise you of the next steps for getting your replacement as fast as possible. In some cases this will require you to troubleshoot the issue with the manufacturer directly to obtain a case or claim number. Because of the nature of warranty claims, this process can sometimes take several business days. We will do everything we can to minimize the wait and resolve your issue.

1697 Swamp Pike • Gilbertsville, PA 19525
Phone 800-525-6464 • Fax 610-367-4950

www.wefixwater.com





Received a Damaged Package

If a damaged package is left at your door, please contact us immediately. You can also call or email our Service Dept. to set up the return for you. For fastest replacement, we can place a new order for the replacement items and ship them out to you as soon as possible (you will be credited for the full amount of the original order when we receive your return). If you do not place a new order, we will ship your replacement items after we receive your return. All returned products must be unused and in the original packaging. The RGA form must be included in the box. There will be no restocking fee if you set up a return or replacement within 30 days of receipt. After 30 days, a restocking fee will be applied.

Received Incorrect Products (Not What You Ordered)

It is rare that Suburban Water Technology, Inc. sends out the wrong products, as we double check every order. However, if you receive an incorrect product, you must notify Suburban Water Technology, Inc. within 5 days of delivery. You can call or email our Service Dept. to set up the return for you. For fastest replacement, we can place a new order for the replacement items and ship them out to you as soon as possible (you will be credited for the full amount of the original order when we receive your return). If you do not place a new order, we will ship your replacement items after we receive your return. All products must be returned in new and unused condition in the original packaging. The RGA form must be included in the box. There will be no restocking fee for the first 30 days. After 30 days, a restocking fee will be applied to the return.

All Other Returns

All returns that don't fit into one of these categories are eligible for return within 1 year of receipt of the product. There will be no restocking fee if your return is set up within 30 days of receiving the product. After 30 days, a restocking fee will be applied to the return. You can call or email our Service Dept. to set up the return for you. All items must be returned in their original packaging and your RGA form must be included in the box.

Return Procedure

- Call customer service at (800) 525-6464 to set up an RGA over the phone.
 - Your RGA form **MUST** be included in the return package.
- Pack the item(s) securely in the original product packaging.
 - Include all paperwork, parts, and accessories.
 - All returned items must be brand new, unused and in their original packaging.
 - Do not write on or place shipping labels directly on manufacturer packaging.
 - Returned items will be inspected upon arrival.
- Send the return package to the address listed on your RGA.
- The return package can be sent using the carrier of your choice. Keep the tracking number to monitor delivery status.
- You can expect a refund in the same form of payment originally used for the purchase within 3-5 business days of our receipt of the returned items.

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