

Return Policy

At JWV Solutions, we accept return for refund claims for materials determined to be **defective within the warranty period per the Terms and Conditions of Sale**. Please note that **shipping-related damage** must be reported and resolved directly with the shipping carrier.

At the sole discretion of JWV Solutions, request to return new, unused, non-defective materials for any reason, may be accepted. Returns of new, unused, non-defective materials includes customer payment of a 25% restocking fee and DDP shipping. Requests to return for restocking must be received in writing within 20 business days of the shipment date.

At the sole discretion of JWV Solutions, requests for exchange, for any reason, may be accepted.

To initiate a return, contact our team at RMA@jwv-solutions.com to begin a claim and request a **Return Material Authorization (RMA)** form. You will receive confirmation your request was received within 2 business days.

The RMA form will outline the steps for processing your return, including material specific shipping considerations as applicable.

Appropriate investigative steps will be taken to determine condition of the materials. Time to finalization will vary. Status updates will be supplied every 5 business days or fewer.

Following RMA finalization, refund due processing time is 10 business days.