

Return Policy 2023

- Foam, ORMD products are nonreturnable
- No products will be accepted after 90 days from purchase date
- Customer is responsible for paying product freight costs returned to Wind-Lock
- If a new order is placed at the time of return, equal or greater than the return, there will be no restocking fee
- If no new order is placed at the time of return, there will be a 25% restocking fee based on the cost of the product returned
- Products that have been discontinued cannot be returned at any time

For broken or defective items that were not caught upon receiving items:

- Contact our returns department immediately rma@wind-lock.com or 800-872-5625 so they may reach out to manufacture for warranty or replacement opportunities
- Picture(s) must be submitted

If Wind-Lock Shipped products incorrectly for an order, we will pay for pickup (if necessary) and for the correct product(s) to be shipped to you.

Please feel free to contact your sales representative if you have any questions regarding this policy.

Thank you for your business!

-Team Wind-Lock