

Return Policy

If We Made a Mistake

If we have sent you the wrong items or one or more items are defective, please contact us right away. You **MUST do both A and B below** for Eco Smart Epoxy Systems to pay for the return shipping. We will request UPS to pick up your return package.

- **A.** E-mail, call, or write us of the problem with your order no later than (5) five days after you have received the merchandise; and,
- **B.** Request a Return Authorization (RA) Number and other shipping information. Please properly package the merchandise and mark your RA Number clearly on the outside of your box. We will issue a UPS Call Tag and have UPS pick up your package from your home or business.

REMEMBER: To receive a refund, exchange a product we sent you by mistake, or replace a product that is defective, you **MUST** return the product in question. The RA Number **MUST** be clearly marked on the outside of the box you are using to send the product back to us.

If You Made a Mistake

If you wish to return an item for reasons other than those listed above, you are responsible for all shipping charges. Such items may be returned only in unopened containers or packages in saleable condition at the discretion of Eco Smart Epoxy Systems. Products that are opened are **NOT** returnable. We'll refund or exchange an item only if you do both C and D below:

- **C.** E-mail, call, or write us of the item you are returning within (7) Seven days of receiving the merchandise. Tell us whether this will be an exchange or a refund; and,
- **D.** Request a Return Authorization (RA) Number and other shipping information (including proper RETURN shipping address). Please mark your RA Number clearly on the outside of your package. Upon receipt of your package, we will either exchange the merchandise or credit your account for the amount of item purchased.

Contact Us:

E-mail: info@ecosmartepoxysystems.com

Telephone: 1.888.326.3769
(9-5:00 EASTERN, M-F)

Fax: 888.326.3769

Mail: Eco Smart Epoxy Systems
10 Dorrance St. Suite 700
Providence, RI 02903