

Lubrigard Products

Improve your Lubrication Procedures

RETURN POLICY

LUBRIGARD PRODUCT RETURN POLICY

Return privileges vary by manufacturer. Products must be less than 90 days old from date of invoice. In order to return a product please contact us to receive an RMA which will be provided within 24-48 hours. No returns will be accepted without receiving an RMA number in advance. Returned products are subject to a 15% restocking fee.

Items that were originally manufacturer sealed must remain sealed in order to qualify for return. Items that are manufacturer sealed include, but are not limited to, Oil Safe, Grease Safe and Label Safe products, and desiccant air breathers.

Items with an expiration date must be less than 30 days old from date of invoice to qualify for return. Items that expire include, but are not limited to, Simalube auto-greasers, and desiccant air breathers.

Custom manufactured items cannot be returned for exchange, or credit. Custom items include, but are not limited to, IFH Systems, Harvard Systems, and any products manufactured from non-standard materials (i.e. stainless steel).

In order to expedite a return, please have the following information on hand when requesting an RMA number: Customer account number, invoice number, reason for return, action to take (replacement/repair/return/credit).

Customer is responsible for shipping charges to the Lubrigard warehouse for all products being shipped for return, exchange or replacement if it was an ordering error by the Customer. Customer is responsible for all risk of loss and damage to products being shipped for return, exchange or replacement. Please fully insure return shipment in case of loss or damage, shipment must be sent prepaid. Please use a carrier that is able to provide you with proof of delivery such as Purolator, UPS or FedEx. This is for your protection as well as ours to ensure quick action on your return.

Note: All Lubrigard product returns require an RMA number. Please use the contact information to the right to contact the appropriate Lubrigard location prior to returning product.

Lubrigard USA

501 Madison Ave.
Cary, NC 27513
USA

Phone 1-800-237-1369
Fax 919-379-4050

Lubrigard Canada

C8-1175 Appleby Line
Burlington, ON L7L 5H9
Canada

Phone 1-800-268-2131
Fax 905-569-8605