

WB Jones Return Policy

No merchandise is accepted for return 30 days after the delivery date. No credit is allowed on merchandise shipped as ordered and returned without obtaining a valid return authorization number with a written authorization allowing parts to be returned. Absolutely no returns are allowed on custom-made products. A 20% restocking charge applies to all returns of stock products, and transportation charges must be fully prepaid. We will pay transportation charges on returned merchandise only when due to WB Jones's error. We accept no responsibility for parts plated or otherwise treated by customers. Phone orders are accepted at the risk of the buyer.

WB Jones will only accept returns of new products within 30 days of purchase for a full refund providing the following:

1. Products are new and in the original packaging
2. Must produce original invoice
3. Products have not been installed, tampered with or modified in anyway

Non-returnable items – The following products cannot be returned:

1. Products older than 30 days from invoice date
2. Any product that has been installed, disassembled or modified
3. Products not purchased directly from WB Jones
4. If you purchased product from a WB Jones authorized dealer/distributor, you must contact the seller listed under your original invoice for their return policy
5. Closeout items
6. Custom made orders

Shipping Costs:

1. WB Jones will not cover return shipping fees for the return of non-defective products
2. Any packages refused by the purchaser will be charged the shipping cost back to WB Jones
3. Any address correction fees will be charged to the purchaser

Fees:

1. WB Jones will charge a 20% restocking fee for all approved returned items