

Commercial Wet Grinders Return Policy

- > If you experience any problems, **first contact Chennai Imports Inc. at info@chennaiimports.com for technical service.** If a repair is necessary, you will be e-mailed the service/ return authorization number along with packing instructions.
- > Write a detailed description of the problem in the service report and send it with the unit for prompt handling. Diagnosis charge will be applied if the service report is not complete. In addition, there will be a delay in repairing items without a problem description.
- > **We do not accept the items sent for repair or return, without the service/ return authorization number.**
- > **Save the original box** and packing materials. They are specially designed to protect your unit during transit. If the unit is not shipped in the original shipping box for repairs, the repaired unit will be returned in the proper packaging and the customer will be charged additional \$15. UPS or FedEx will not honor insurance claims if the product is not properly packaged.
- > If the unit needs to be shipped for warranty repair, carefully pack the part(s) that need(s) service in the original shipping carton and ship it prepaid (no COD) to the shipping address that we provide you with in our service/ return authorization e-mail. Please legibly write the service authorization number on the outside box.
- > Ship the unit or the part that needs service by **"UPS ground" or "FedEx Ground" prepaid** (no COD). **Insure the shipment for the replacement cost of the unit.** Claims for shipping damages are the shipper's responsibility. We will not handle the damage claims for the items shipped by the customer. Shipping by other carriers may cause additional delay and cost.
- > **Damages caused by improper packing or shipping are not covered by this warranty.** Warranty covers only manufacturing defects.
- > Please allow four to six weeks for repair service.
- > Shipper is responsible for the claims arising from the shipping damage. We will not handle the damage claims for the items shipped by the customer.
- > The unit will be repaired or replaced (depending on the defect) at our sole discretion and will be shipped back prepaid as long as the unit is still under warranty.
- > If you want to return an unused unit for a refund, e-mail us for a return authorization number.
- > **All returns without a Return Authorization number on the box will be refused.**
- > Claims for returns should be made within 15 days from the date of delivery.
- > **Returned products must be in original factory condition (unused), with all the packing materials and original boxes (to ensure safety and integrity of the appliance during transportation), instruction manual, warranty card (not filled up), and all accessories.**

- > No refunds on shipping and handling costs.
- > All returns should be shipped back **PREPAID** by ground UPS or FedEx, insured for the replacement cost.
- > **COD shipments on returns will not be accepted.**
- > **All returns are subject to a minimum of 15% restocking fee.**
- > Once the appliance is used, it can only be repaired or replaced (depending on the manufacturing defect) at our sole discretion.
- > **Used appliances cannot be returned for refunds.**
- > Please allow 2-4 weeks for processing the refunds.