

We want you to be delighted with every item you purchase from F-MATIC. If for any reason you're not, simply return your products following the guidelines below.

If you received a damaged, defective or wrong item, please email us or call us at 800.824.9994.

There are a few important things to keep in mind when returning a product you purchased online from F-MATIC:

- You have 30 calendar days to return an item from the date you purchased it.
- Only items that have been purchased directly from F-MATIC can be returned to F-MATIC. F-MATIC products purchased through other retailers must be returned in accordance with their respective returns and refunds policy.
- All individual products returned to F-MATIC must be unopened and in NEW condition. Open boxes or cases of product will be subject to a 10% restocking fee.
- Returns totaling over [\$] will be subject to a 15% restocking fee.

How to Return Your Item

- STEP 1: Complete the online return form and print. Keep a copy of the invoice for your records. Enclose the return form inside the box.
- STEP 2: Prepare your package for shipment by ensuring your merchandise & paperwork are included.
- STEP 3: Be sure that all return packages are properly insured and tracked. Return shipping fees are the customer's expense. Mail your package to:

F-MATIC

Returns Department

299 South Millpond Drive

Lehi, Utah 84043

Keep the tracking information until your return has been processed. Please allow up to six weeks for us to receive your return and process your credit.