

Refund and Returns Policy

Thank-you for purchasing with IcsClean Supplies; if you are not entirely satisfied with your purchase our staff is here to help.

You have 30 calendar days to return an item from the date you received it to be eligible for a full refund and/or exchange or store credit.

In order to return an item, your item must be unused and in the same condition that you received it. Your item must be in the original packaging and you must be able to provide the receipt or proof of purchase.

After we have received your item our team of professionals will inspect and process your refund. The money will be refunded to the original payment method used during purchase. For credit card payments it may take 5 to 10 business days to reflect on customers' card depending on chosen banking firm and policies.

If your product is damaged in anyway, or you have exceeded the 30 calendar day return structure IcsClean Supplies reserves the right to reject any return/exchange or refund requests.

The customer will be responsible for paying any shipping costs or restocking fees your item may occur. Shipping costs are non refundable.

If you receive a refund, the cost of initial shipping will be deducted from your refund.

Equipment Parts

Parts from all manufacturers are classified as special order items; should the customer be unsatisfied with the requested part ordered, there will be a 20% restocking fee and the customer will assume any/all additional charges incurred to complete refund. Policy on equipment parts may vary depending on situation.

Special Order Items

All special order items are non refundable.

Should you have any questions on how the return policy is structured please do not hesitate to contact us.