



---

## REFUND AND RETURN POLICY

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

- You have 15 calendar days to return or exchange an item from the date you purchased 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 15-calendar day return structure ICS Clean Supplies reserves the right to reject any return/exchange or refund requests. Anything returned after the 15 day, up to 30 calendar days, will result in an in-store credit only.
- 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 a special-order item which will be **final sale**. ICS Clean Supplies will not assume any responsibility on parts incorrectly ordered by the customer.

If products ordered through ICS Clean Supplies service department specialist in which have been selected and advised to the customer in purchasing, this policy will be subject for review on a case-by-case basis.

There will be no exceptions to this policy.

## 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.