RETURN POLICY

Please review the applicable brand sections below before requesting a return. All returns require prior authorization and are subject to inspection and the conditions stated in this policy.

Whitmore | Jet-Lube | OilSafe | Air Sentry | Hydrotex | ProAction Fluids

Product returns must meet the following criteria:

- Customer must request a Return Goods Authorization (RGA) Form from the Order Fulfillment Manager before returning any product.
- Returned product must be received within 30 days of the RGA date.
- The return date is the date the returned product is received at our facility. Products returned without an RGA will be refused.
- Return freight is the responsibility of the customer.
- Lubricant case goods are not eligible for return.
- All returnable merchandise must be in sealed, original containers and properly stored. Leaking containers will not be accepted.
- Credit will not be issued until the product passes applicable quality specifications.
- Resalable merchandise means product of the current formulation that, after quality evaluation and inspection by the Material Inspector, can be returned directly to stock.
- Product must be received within six months of the original ship date. **Air Sentry breathers are excluded from this timeframe and must be received within 60 days of the original ship date.**
- Credit will be issued at the price originally paid, less the applicable restocking fee shown below.

Restocking fees:

Time from Original Ship Date	Restocking Fee
1–29 days	5%
30–59 days	15%
60–180 days	30%

Deacon

Product returns must meet the following criteria:

- Customer must request a Return Goods Authorization (RGA) Form from the Order Fulfillment Manager before returning any product.
- Products are eligible for return within 30 days of the original ship date and are subject to a 35% restocking fee. Made-to-order items and bulk orders may not be accepted. Returns received after 30 days of the original ship date will not be accepted.
- The return date is the date the returned product is received at our facility. Products returned without an RGA will be refused.
- Return freight is the responsibility of the customer.
- All returnable merchandise must be in sealed, original containers and properly stored. Leaking containers will not be accepted.
- Credit will not be issued until the product passes applicable quality specifications.
- Resalable merchandise means product of the current formulation that, after quality evaluation and inspection by the Material Inspector, can be returned directly to stock.

CANCELLATION POLICY

Once an order has been received and processed by Whitmore Manufacturing, it enters an irreversible manufacturing process that includes purchasing raw materials and planning production assets. As a result, any order cancelled more than 48 standard business hours after processing is subject to a 10% cancellation penalty.