



**Stellar**  
**Industrial Technologies Co., Inc.**

1918 Yorktown Court  
Lancaster OH 43130-1242

(740) 654-7052  
(866) 890-4040 FAX (740) 654-7053  
www.stellaritco.com

## Return/Refund Policy

Refunds and Returns Orders may only be cancelled if the items have NOT been shipped to you. An order is not considered cancelled until you receive an e-mail from us confirming your cancellation (if the order ships before this confirmation is received the customer is still responsible for original shipping and return shipping costs). Once an item has been shipped, it may only be returned for a refund or exchanged for another product. The customer is responsible for ALL shipping charges (original shipping and return shipping) on returned and/or exchanged items.

If an item is defective, or you wish to return it, you must [contact](#) us within 30 business days of receiving the item. The following conditions apply to all returns, exchanges and refunds.

1. Products must be in their original condition in the original box.
2. The customer is responsible for all return shipping costs on items being returned or exchanged. Refunds and/or exchanges will be provided once the item has been received in its original condition. The refunded amount will be what you paid for the item being returned only. We're sorry, but we cannot refund the amount for the original shipping cost.
3. All returns and exchanges require a Return Materials Authorization (RMA) number to be issued. [Contact](#) us to receive an RMA number prior to returning any items. Items without RMA numbers will not be accepted for return.
4. We cannot give refunds for items lost or damaged during the return shipping. Please send your items back via insured methods such as UPS ground or Fedex.
5. Any return initiated by the customer that is not a defective or incorrect product is subject to a 25% restocking fee. Electrical items are not returnable. Stellar Industrial Technologies reserves the right to impose a cancellation and restocking charge equivalent to; (a) any cancellation or restocking charge that is pertinent to such orders and has been imposed by its suppliers; and/or (b) any internal cost which has been incurred as a result of such cancellation or change. Standard restocking fee is 25% of the net sale value of the goods returned.

If you wish to return or exchange your product, simply [contact](#) us. We will do our best to answer your questions and resolve the situation as fast as possible. Additionally, please review our Sale Conditions of Acceptance