Return Goods Authorization

**All returns must be authorized by Dean Bennett Supply**

Goods sent back must have an RGA#. Please call 800-748-1889 for an RGA (Return Goods Authorization) Number to set up a return. Returns must be made within 60 days of receipt and are subject to a 25% restocking fee. Any shipping fees are non-refundable. RGA numbers are good for 30 days from date issued.

Stock items may be returned providing they meet the following conditions:

- Item must be in its original box, including all parts, warranty cards, and directions
- Item and item box must be in brand-new, re-sellable condition
- Item has NOT been installed
- Box must be "clean" and free of writing and damage – do NOT use the product box as the shipping box!
- All returns are subject to a 25% restocking fee
- Returns are allowed within 60 days of receipt
- Return shipping is at the purchaser’s expense, unless the return is a result of our error
- RGA #’s are valid for 30 days from date issued
- Refused shipments, unauthorized returns, and any returns requested past 60 days of delivery will incur a 30% restocking fee
- Electrical items and components: NO RETURNS ALLOWED
- Custom sized or modified (such as engineered pumps) or cut to length (such as wire) items: NO RETURNS ALLOWED

Damaged Items

Upon receipt of your order, please carefully inspect to ensure it has arrived in satisfactory condition. If an item appears damaged, call our customer service department immediately at 800-748-1889. If any items appear to be missing from your order, you must call within 48 hours so we can investigate and make corrections as quickly as possible.

Defective items:

- Installed items are subject to the manufacturer’s warranty. Please contact the appropriate manufacturer’s customer service department.
- Dean Bennett Supply will not accept returns on any items that have been previously installed