

CRB Clean Return and Satisfaction Policy

SPECIAL NOTICE ON RETURNS: Due to the recent Coronavirus outbreak (COVID-19), there is a national shortage on many of our regularly stocked items. As a result, we have temporarily changed our return policy on select items impacted by the shortage.

30-DAY, MONEY-BACK SATISFACTION GUARANTEE

If you're dissatisfied for ANY reason, simply return the product within 30 days of your purchase in like-new condition with all the original packing materials, accessories, and manuals to receive a complete refund.

There's no hassle. No "third degree." No worrying about getting a credit.

PEACE OF MIND ISN'T ON THE INVOICE, BUT IT COMES WITH EVERYTHING WE SELL AND OFFER!

NOTE: Special order items do not qualify for our Satisfaction Guarantee since we are not recommending the product for you. We recommend that new equipment be tested for a few minutes in a controlled environment before normal use.

DISCLAIMER: The 30-Day, Money-Back Satisfaction Guarantee does not apply to any leased or financed items.

RETURNS:

In the event that you are dissatisfied with anything you purchase from us, excluding special orders and Epoxy, simply return the item for a full credit, replacement, or refund within 30 days of receipt. Customers within the continental U.S. can receive a call tag to make it easier to ship the item back to CRB Clean.

When returning equipment, items must be in new condition and returned in their original packaging. We reserve the right to deny warranty claims on equipment not returned in original condition and/or original packaging.

Items returned after 30 days are subject to a 20% restocking fee. We reserve the right to refuse credit on worn or used items in violation of the spirit of this policy. We reserve the right not to accept equipment not returned in original condition.

SPECIAL ORDER RETURN POLICY:

All special order items—those that are not normally stocked by CRB Clean—carry a 20% restocking fee if returned as new within 14 days of receipt. Unfortunately, we cannot accept special order items back after 14 days regardless of their condition.

EPOXY PRODUCTS:

To ensure product consistency and quality, CRB Clean cannot accept returns of epoxy products.

Even if the container has never been opened, changes in temperature, product exposure, and improper handling can compromise product effectiveness. For this reason and to ensure our customers receive only the best quality products, CRB Clean cannot accept any returns of epoxy products.

PLEASE CALL US FOR SPECIFIC RETURN INSTRUCTIONS. 1-800-704-0527