

## **EASTCOM ASSOCIATES Inc RETURN and REFUND POLICY**

Our return refund policy is for 30 days from the date of purchase. If 30 days have gone by since your purchase, we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

To complete your return, please call 908 722 7774 x104 for an RMA Return Number.

There are certain situations where only partial refunds are granted: (if applicable)

\* Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

\* Any item that is returned more than 30 days after delivery

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account.

Then contact your credit card company, it may take some time before your refund is officially posted.

If you've done all of this and you still have not received your refund, please contact us at [accounting@eastcomassoc.com](mailto:accounting@eastcomassoc.com).

### **Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@eastcomassoc.com](mailto:sales@eastcomassoc.com) and send your item to 185 Industrial Parkway Suite G, Branchburg, NJ, 08876.

### **Shipping**

To return your product, you should mail your product to 185 Industrial Parkway Suite G, Branchburg, NJ, 08876.

You will be responsible for paying for your shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.