

Return Eligibility & Process

At Plecos, we strive to design, manufacture and sell the highest quality products while providing the same high-quality service once you make your purchase. Our commitment to creating a great customer experience includes ensuring products are shipped promptly and arrive in good condition. Please review our return policy below and let us know at contact@plecos.com if you have any questions regarding your purchase.

You may request to return an item for an exchange or refund within 30 days of delivery. To be eligible for a return, the item must be unused, in the original packaging, and cannot be assembled or modified in any way. A partial refund will be applied for any damaged or missing parts. If you wish to return a product, please reach out to contact@plecos.com, and a Customer Support Coordinator will advise on the next steps. Return processing times vary and are dependent on the item that is being returned. All items returned will be given a return label with a return authorization number.

It is important to note customers are responsible for the return shipping costs, which will be deducted from the total refund unless the return is due to one of the following reasons:

- Missing or Damaged Parts - If available, we will replace missing or damaged parts.
- Damaged Item - See Damaged Shipment Resolution Process
- Manufacturer Defect - We will inspect all items upon return. If no fault is found, then the shipping cost will be deducted from the total refund.

Damaged Shipment Resolution

If you find obvious signs of damage to the box or open the package and your item is damaged, please contact us within 72 hours of delivery by following the steps below.

If you need a part replaced, you may set up a Parts Request by emailing contact@plecos.com to request the part from the warehouse. Be sure to include as much information as possible, such as part numbers, quantities, etc. Add photos, if possible, to provide clarity to the issue for the Customer Support Coordinator.

If you prefer a full replacement or refund, you can file a damaged claim by emailing contact@plecos.com. Add photos, if possible, to provide clarity to the issue for the Customer Support Coordinator.

Refused Shipments

A refused item undamaged in transit will be assessed a charge at the total cost of the return delivery.

Refunds

Refunds are issued within 72 hours once the item(s) have been received and inspected. Items must be returned in the original packaging. Any damage that occurs during the return shipment caused by improper packaging will be deducted from the refunded amount. Refunds are made to your original payment method and are therefore dependent on the bank processing time. Please allow 5 to 7 days for your funds to post to your account. For your documentation, an email confirmation is sent once a refund has been processed.

Cancellation Eligibility

Customers may make an order cancellation request within 24 hours of purchase if their order has not been processed and prepared for shipment.

Order cancellation notices made after 24 hours or after shipment preparations will be voided and must follow the return policy. Backordered items which have not been processed for packaging and shipping are eligible for cancellation.

Order Cancellation Process

- If you wish to cancel your order, please email customer support at contact@plecos.com.
- A Customer Support Coordinator will advise and confirm your request via email.
- If approved, you will receive an email confirmation as proof of documentation.
- For further assistance, please email our customer support department at contact@plecos.com.