

RETURN POLICY

Toolytics Industrial Inc offers a limited 30 day return policy on returnable items only. Please note that shipping charges are non-refundable. Returns will be subject to a 25% handling, inspection, and restocking fee.

Returns Due to Our Mistake

If an item needs to be returned due to a mistake on our part, please complete and email us the [Request for Return Form](#) or call us at (844) 310-8665. A Customer Service Representative will provide you with the return shipping address, freight account, and Return Material Authorization (RMA) number. If you would like to exchange the product, we will send a replacement as soon as possible. Otherwise, a credit for the full original purchase amount will be issued.

Damaged or Defective Parts

After you've inspected the items, if it is determined you have received a defective/non-working product and needs to be replaced, please notify us as soon as possible. Unused, defective products may be exchanged within 30 days of purchase. If an item is damaged in transit, do not sign for damaged goods and refuse delivery. If delivery receipt was signed without inspection, your company will be responsible for filing the shipment claim and arranging for repair or return of shipment. If the packaging appears intact but the product inside is damaged, please notify us as soon as possible. Take a picture of the damage and include it with the Request for Return form or email it to us at info@toolyticsind.com.

Other Returns & Cancellations

Product returns, if allowed, must be requested within 30 days of purchase. Returned products must be in original packaging, unused, undamaged and in saleable condition. Product returns may be denied or made subject to a 25% handling, inspection, and restocking fee. Equipment returns are subject to the Toolytics Industrial Inc., [Terms and Conditions](#).

Custom or Special Orders are sold on a "Final Sale" basis only. No cancellations, returns, refunds or credits are allowed.

Note: Compressor lubricants, custom parts/equipment/filters and some OEM/Aftermarket parts are a Final Sale and not returnable or refundable. Should you have any questions about whether a part or equipment is returnable, please contact call us at (844) 310-8665 or email us at info@toolyticsind.com.


Shipping

If the return is the result of our error, we will cover the shipping costs. If you ordered & received the wrong item or have changed your mind about your purchase, you are responsible for the shipping costs. Please keep in mind that once an order has shipped, it cannot be cancelled. If you refuse an order that has already shipped, you will be billed a minimum 25% restocking fee plus freight.

To Return an Item:

1. Please complete the [Request for Return Form](#) and email us at info@toolyticsind.com or call (844) 310-8665. The Request for Return form will be sent back to you with a Return Material Authorization (RMA) number, return shipping address, and restocking fee percentage if applicable. No returns will be accepted without a Return Material Authorization number.
2. Returned products must be in original packaging, unused, undamaged and in saleable condition.
3. Return the product using your preferred shipping method to the address we have provided. It is important that you save the tracking number in case there are any issues during transit.
4. Once the return is received and inspected, we will issue a credit or credit the method of payment used for the original purchase.

If you are having an issue, please contact us and we will make every effort to resolve it promptly. Credits are usually issued within 15 business days from the receipt of the returned item.

A decorative graphic at the bottom of the page consisting of a blue wave-like shape rising from the left and meeting a grey wave-like shape on the right.