



Return Policy

6/25/2014

Helwig Carbon is committed to supplying high quality products complimented by prompt, courteous customer service. Every item shipped to you has been inspected and approved by our Quality Control Department. In the event that you are not completely satisfied with the quality of your order, the following policy for returning product and issuing credit has been established.

If there is a quality concern with your order, we will gladly credit your account or ship replacement parts after the product in question is received at our factory, evaluated by our Quality Control team and a workmanship issue has been confirmed. Please contact our Customer Service Department (800-962-4851) and provide your purchase order number, part number, quantity, and concern about our product. This information will be reviewed and a Return Material Authorization (RMA) number will be issued for all returnable items.

Every return must reference a valid RMA number. To expedite the RMA process, the RMA number should be visible and referenced on all paperwork that accompanies the shipment. RMA numbers will be held open for 60 days after being issued. All customers will be contacted 7 days prior to cancelling the RMA to confirm the product is not being returned and the invoice will be paid in full.

If you would like to return a Helwig stock item for reasons other than quality, we will accept the product if it is within one year of shipment from our factory. Stock items must be in original Helwig packaging, un-used and in salable condition. A 25% restocking fee will be assessed to credits for stock items that meet this criteria. Unfortunately, non-stocked items are non-returnable, as they are manufactured specifically for your purchase order.

Thank you for your business.