

Schultz Supply Company

Returns and Refunds Policy

At Schultz Supply we would like to make your experience as simple as possible, whether you're purchasing in our Online Store or Returning items for any reason.

First contact our Customer Service Department and they will help make your return fast and easy. Call (708) 652-2020.

Any items returned without contacting our Customer Service Department and obtaining a return authorization number may make it highly unlikely a refund will be issued.

If you change your mind for any reason, any unused item in its original packaging can be returned for a full refund or product exchange within 25 days of original purchase.

Your full original purchase price will be credited if you meet the following conditions:

You will be responsible for the original shipping charges as well as return shipping charges unless your product arrived damaged, defective, or incorrect. You can avoid shipping charges by returning your items in person to our Cicero, IL location.

Call our Customer Service Department (708) 652-2020 for resolving your return issues. After approval they will issue you're a return authorization number which you will enclose in the package with your items to be returned. RA will be entered as a credit on your account. You may also be charged a re-stocking fee of 25% or more if the above conditions are not met. Special orders or custom made products are subject to our manufactories return policy and may not be approved for return.

If any part of your delivery is damaged, defective or incorrect, our Customer Service Team will assist in obtaining a replacement.