

Return Policy

Revised: May 14, 2026

To initiate a return, please contact our Customer Service team by email or phone. Returns may also be processed through our website.

Standard Returns

- Merchandise purchased through our catalog or online store may be returned within 30 days of purchase.
- Products must be in original packaging.
- Items must be in resalable condition.
- All manuals, accessories, cables, registration cards, and components included must be returned.
- Please do not write on or damage product packaging.
- Products returned in non-resalable condition may not be eligible for credit and can be returned to the customer.

Damaged or Incorrect Orders

- Damaged or defective merchandise must be reported within 5 business days.
- Incorrect items or quantity discrepancies must be reported within 2 business days of delivery.

Non-Returnable Items

- Food and beverages
- Health and first aid products
- Calendars and dated products
- Custom or imprinted products
- Special order and non-catalog products

Furniture Returns

- Catalog furniture may be returned within 5 business days if unopened and unassembled.
- Furniture that has been assembled or removed from its original packaging is not eligible for return.

Special Order Products

- Special order and custom products are non-returnable unless defective.
- Any defects must be reported within 2 business days of receipt.