

RETURN POLICY

Returns / Refunds

If you are not entirely satisfied with your purchase, let us make it better.

For fastest service, contact your sales representative directly.

In most cases, you have 14 days to return an item from the date of receipt. Receipt and proof of purchase will be required. We may request photos if you received products or packaging as damaged.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Your item will be issued an exchange and/or refund, depending on the condition.

If a refund is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Packages Not Delivered

Most shipments will be sent out via FedEx ground with a tracking record. We do not offer refunds or re-shipments of new products if your package is lost, stolen, or sent to the wrong address.

If you have any questions, send us a note to: ChemNail.Orders@gmail.com