

Return Merchandise Authorization (RMA) Policy

Wizard Manufacturing is committed to helping you achieve your harvesting goals. If you are not completely satisfied with an item purchased from Wizard Manufacturing, you may initiate a Return Merchandise Authorization (RMA) for your item within 90 days of purchase. *

- All returns will be subject to inspection by Wizard's sales department before funds will be applied to your account. **
- Wizard Manufacturing reserves the right to decline defective returns where a product does not have a manufacturing defect but has been damaged by the customer or to prevent fraud/abuse of the return policy.

How can you initiate a return?

Call us at (530)650-7286 [Monday-Friday 8am to 4pm (PST)]

Visit wizardmanufacturing.com and fill out a form

General Returns

- **Under 30 days from delivery:** 15% restocking fee
- **30-90 days of delivery:** 25% restocking fee; requires manager approval
- **After 90 days from delivery:** RETURNS WILL NOT BE ACCEPTED

To qualify for a general return, the item(s):

- Must be in resalable condition
- Must be free from scratches/markings
- Must not have missing components
- Must not have been installed/used
- Must include the original manufacturer's packaging, undamaged
- Package & product free from writing

Exchanges & Defective Returns

If you received an item that arrived damaged, incorrect or in need of components, Wizard Manufacturing will assist you with correcting the error.



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- **Under 30 days from delivery:** Full exchange of item, replacement of missing components or full refund
- **30- 90 days from delivery:** Full exchange of item or replacement of missing components
- **After 90 days from delivery:** EXCHANGES & RETURNS WILL NOT BE ACCEPTED

* Shipping Charges & Restock Fees

Unless specified in writing by Wizard Manufacturing, all shipping charges incurred on your order and return fall upon you, the customer.

** Exceptions, Non-Returnable & Non-Refundable Items

Not all items can be returned and/or refunded. This includes:

- Special Ordered or Custom-made items
- Labor & Delivery
- Installation Services
- Initial shipping & handling
- RMA shipping & handling