
Policy Statement: Guidelines for Returning Goods to Top Notch Distributors

At Top Notch Distributors, we stand by our “We Know Service” standards and are committed to providing exemplary service. We understand there may be occasions when product needs to be returned. The guidelines for returning product are as follows:

1. Eligibility for Returns:

1.1. Only products purchased directly from Top Notch Distributors are eligible for return.

1.2. Products must be returned within 60 days from the invoice date. (Return authorizations are valid for 45 days from the date the return authorization was created). Please refer to your original purchase receipt or contact our Customer Service department should you have any questions.

1.3 Product must be returned in new condition, inside the original packaging, must be uninstalled, unused, including accessories, in unmarked packaging, and placed in a separate shipping box. Any product that is damaged, or not in its original condition, will be shipped back to the sender at their expense.

2. Return Process:

2.1. Prior to returning any goods, please contact our Customer Service team to initiate the return. They will provide detailed instructions and any necessary return authorization numbers.

2.2. It is the customer's responsibility to ensure that the returned goods are adequately packaged to prevent damage during transit. We recommend using a reputable shipping service and obtaining a tracking number for your reference.

2.3. Customers are responsible for any shipping or handling fees associated with the return, unless the return is due to an error on our part, or for defective product.

3. Refunds and Credits:

3.1. Once the returned goods are received and inspected, we will process the refund.

3.2. Refunds will be issued in the form of payment used for the purchase. If the original payment method is not available, we may offer alternative refund options.

3.3. Any shipping or handling fees associated with the original purchase are non-refundable unless product is defective, or the error was on our part.

3.4 All returns are subject to a minimum of 25% restocking fee. If returning non-stock product, the restock fee could be higher, up to 75%, or may not be eligible for return. Return eligibility and restock fees vary by manufacturer. To verify a specific manufacturer's policy please contact our Customer Service department.

4. Damaged or Defective Products:

4.1 Warranty claims and returns for defective material will be processed in accordance with manufacturer policies. Products are warrantied solely by the manufacturers and are subject to the conditions set forth by the manufacturer. If you receive a damaged or defective product, please contact our Customer Service team immediately for assistance. We will resolve the issue promptly.

Please note that Top Notch Distributors reserves the right to refuse returns that do not meet the above guidelines or are in violation of our terms and conditions. For any further clarification or assistance regarding our return policies, please don't hesitate to contact our Customer Service team.

Thank you for choosing Top Notch Distributors!