Returns & Warranty-Replacements

Unless otherwise specified in the item listing on our website, on the receipt or packing slip, or in the following terms, DB Electrical will accept qualified and conforming products for replacement for the period of 1 (one) year. An order may be refunded only within 14 days of the original purchase date. All shipping charges are non-refundable. Send Email with your name, invoice number, and details about the return to: returns@dbelectrical.com or call 800-753-2242 Extension #3 for our returns department.

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Products must be in 'Like New' condition and free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals.

In the event that the product you are returning does NOT meet the requirements described in this document, we will:
1) Photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied
2) The product(s) deemed ineligible for return will be returned to you.

If DB Electrical, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee of up to 25% will be assessed.

Return processing may take up to 5 business days from the time your product is received by DB Electrical.

When returning an item, the following will apply:

All shipping fees on orders outside of the 48 continental United States are the responsibility of the customer.

DB Electrical shall not be held liable for packages lost in transit.

Order is less than 60 days old

If the order is less than 60 days old, the customer must contact DB Electrical by email or phone and request a return label by email or by mail. The customer may use this label to return the item to DB Electrical free of charge. After the item is received by DB Electrical for processing, DB Electrical will send out a replacement unit. If the order is within 14 days of purchase date, the customer may elect to have a refund issued instead. All shipping charges are non-refundable. Send Email with your name, invoice number, and details about the return to: returns@dbelectrical.com or call 800-753-2242 Extension #3 for our returns department.

If an immediate replacement is required before processing can occur, the customer can purchase a second unit from DB Electrical to be shipped to the customer at once. This shipping charge will be shipped at DB Electrical's expense. After DB Electrical receives the returned unit, DB Electrical will issue a refund for the second purchase. Send Email with your name, invoice number, and details about the

return to: returns@dbelectrical.com or call 800-753-2242 Extension #3 for our returns department.

Order is more than 60 days old

If the order is more than 60 days old, the customer must contact DB Electrical by email or phone to obtain a RMA number to send the item back to DB Electrical for replacement. After the item is received by DB Electrical for processing, DB Electrical will send out a replacement unit. Send Email with your name, invoice number, and details about the return to: returns@dbelectrical.com or call 800-753-2242 Extension #3 for our returns department.

If an immediate replacement is required before processing can occur, the customer can purchase a second unit from DB Electrical to be shipped to the customer at once. This shipping charge will be shipped at DB Electrical's expense. After DB Electrical receives the returned unit, DB Electrical will issue a refund for the second purchase. Send Email with your name, invoice number, and details about the return to: returns@dbelectrical.com or call 800-753-2242 Extension #3 for our returns department.

Custom Made Items Refunds

Custom made items such as powder coated and high output units cannot be refunded unless unit is returned within 14 days of purchase and is in 'Like New' condition and free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals. All custom made items are subject to a 25% restocking fee regardless of condition of unit. All shipping charges are non-refundable. If a returned unit is received by DB Electrical and the unit is not deemed 'Like New', DB Electrical will offer to repair the unit and ship the unit back to the customer at said customer's expense. For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation.

Custom Made Items Warranty-Replacement

When sending a return to DB Electrical for repair or replacemnt, send the item to DB Electrical with a description of what is wrong with the item and DB Electrical will repair or replace the item. For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation. DB Electrical shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer, and are non-refundable. At our discretion, DB Electrical may reimburse shipping charges related to the return or replacement of defective products inside the U.S. only.

Warranty

All of our products are covered by our famous one year warranty from date of purchase.
If you have a problem, we will take every step to assist you.

To Contact Us About Your Return

Send Email with your name, invoice number, and details about the return to: returns@dbelectrical.com
We will answer your email as soon as possible, usually the same day. Or you may call (800-753-2242 Extension #3) and talk to a returns specialist. Our returns department is open for calls Monday through Friday 8:00am-5:00pm Eastern Time. On heavy volume call days please leave a voice mail message and you will receive a call-back or email as soon as possible.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.