

Return Policy

It is the policy of The George F. Cram Co., Inc. to handle all returns in a pleasant and efficient manner. The George F. Cram Co., Inc. Customer Service Representatives will do their best to address any questions, concerns, or problems that our customer might have with our service or product.

Returns Due to Defective Merchandise

- All customers will be asked to give a thorough description of the problem.
- Returns must be accompanied with a RMA (Return Merchandise Authorization) Number, Sales Order Number, Packing List, and in its original carton(s).
- Returns due to defects must be reported **within 30 days of receipt** or request will not be honored.

Returns Due to Damages Received During Shipping

- Customers must contact Cram indicating damages from delivery **within 15 days of receipt**.
- Replacements for damaged shipments will be sent out only after proper claim procedures are followed

Returns Due to Customer Dissatisfaction

- Customer dissatisfaction must be reported within 30 days of receipt. After this time period, returns will not be honored.
- Returns must be accompanied with a RMA (Return Merchandise Authorization) Number, Sales Order Number, Packing List, and in its original carton(s).
- The product must be in resalable condition.

Returns Due to Mistakes Made by Cram

- Any mistakes made in ordering must be reported **within 30 days of receipt** of product.
- For items returned due to a customer error, there will be a 20% restocking fee charged to the customer along with the shipping charges back to Cram.
- Returned items must be accompanied with a RMA (Return Merchandise Authorization)
- Number, Sales Order Number, Packing List, and in its original carton(s).
- The product must be in resalable condition.