

## Return Policy

If you are not satisfied with a product, contact us within 30 days of receipt. All returns must be pre-approved by HOME MAID and require a Return Authorization Number. Returns must be shipped freight prepaid in their original carton, unused, undamaged and in resalable condition. Please note: Unauthorized returns will not be accepted, and no credit will be issued. The customer is responsible for all freight charges incurred from original shipment. Shipping Charges are NOT refundable. HOME MAID inspects all returns and reserves the right to refuse credit on damaged, used or non-resalable items.

### To make a return:

Contact us at [sales@homemaid.us](mailto:sales@homemaid.us) or 716-661-9184

Have the following information ready:

1. **Customer name, email address & phone number**
2. **Your order number (Transaction # or Invoice #)**
3. **Item part number and quantity**
4. **Reason for return**
5. **Condition of item**

Once you receive your Return Authorization Number.

Place the item back in its original carton. Make sure it is unused, undamaged and in resalable condition. Include a copy of the original invoice along with your return authorization number clearly written on it and place it in the carton with your return.

### All returns must be shipped prepaid to:

**HOMEMAID**  
**222 Tiffany Avenue**  
**Jamestown, NY 14701**

Once we receive your return upon final inspection, credit will be issued to you, and we will email you a copy of your credit.

### Note:

Return shipping charges are the responsibility of the customer.

You must obtain a Return Authorization Number before any item(s) can be returned.

**If you have any questions, contact us at [sales@homemaid.us](mailto:sales@homemaid.us) or by phone 716-661-9184.**