

Thank you for your order! If you have any questions, please call our friendly customer service department at 1-877-925-5132.

How to Return Merchandise:

IF YOUR MERCHANDISE WAS DAMAGED IN SHIPMENT; KEEP THE ORIGINAL SHIPPING CARTON AND IMMEDIATELY CALL 1-877-925-5132. IF YOU WANT TO RETURN AN ITEM FOR EXCHANGE OR REFUND – FOLLOW THESE INSTRUCTIONS:

1. CALL US TOLL FREE AT 1-877-925-5132 TO GET AUTHORIZATION!

Products MUST be returned within 30 days of invoiced date for a refund (excluding shipping/handling charges) if returned within that 30 days in the original unopened box. There will be no refunds on products that have been used. All returned merchandise must be returned in the condition it arrived including all original packaging and paperwork in order to receive a refund, credit, or replacement item. Any items returned will be subject to a 15% restocking fee plus Septic Solutions' original expenses for shipping and handling charges. Risers, lids, and accessories are subject to a 25% restocking fee plus Septic Solutions' original expenses for shipping and handling charges. Special ordered items are not returnable.

2. Please COMPLETE the quick and easy Returns Form below and ENCLOSE it with the items being returned. If exchanging an item, please be sure to list the items desired in exchange.

3. Send the items back in the original box with original packing.

4. RETURN your item(s) through a UPS terminal (ground service) or by US Mail (parcel post). For your protection, insure the package for its full value. Septic Solutions accepts no responsibility for lost or uninsured packages. Shipping and handling costs are not refundable. Packages must be prepaid. Packages returned C.O.D will not be accepted.

5. KEEP your shipping receipts until you have received credit for your return. Septic Solutions reserves the right to require proof of return shipment, in the form of a receipt, to credit your account.

If, for any reason, this return policy is not strictly adhered to, Septic Solutions will not be responsible for issuing any credits or refunds and will not do so on any products returned for any reason. Returns and exchanges are accepted only for items purchased from Septic Solutions, Inc. and only with prior authorization in accordance with the conditions set forth herein.

Authorized Returns should be sent to:

Septic Solutions, Inc. * 314 W Center Street * Dieterich, IL 62424

RETURNS FORM:

Your Name As It Appears on the Invoice: _____

Your Invoice Number (in upper right hand corner): _____

Listed below are reasons for returning items to us to help us process your return more efficiently.

Reason For Return (Please check all that apply):

() Ordered Wrong Item () Changed Mind () Dissatisfied, Why? _____

() Received Incorrect Item () Ordered Extra () Quality Not as Expected

() Other _____

Refund will be issued in the manner original payment was received. If payment was made by credit card, you will receive a credit. If payment was made with a check, you will receive a refund check. Please allow 7-10 days for Septic Solutions to process your return once it is received.