

Eaton Sales & Service LLC Returns & Refund Policy

1. Introduction

Thank you for shopping with us!

If you are unsatisfied with your purchase, we are here to help.

All regular-priced items are eligible for refunds and exchanges within the first 30 days of purchase. No items will be accepted after the 30-day time period has lapsed.

2. Refund and Exchange Policy

We must receive the item unused and in the same condition as it was delivered.

The items must be in the original packaging.

A receipt or proof of purchase is required. We may ask for an email for online orders.

Items on final sale are not eligible for refunds or exchanges.

For Online Returns:

Please send us an email customerservice@eatonincorporated.com and we will start the return process.

Send all items to:

Eaton Sales & Service LLC
Attention: Customer Service
15790 320th Ave
Waseca MN 56093

3. Cancellation Policy

Any order placed can be cancelled after payment but only if the order is cancelled before the items are shipped. If you wish to cancel an order, please contact us during regular business hours (8 a.m. to 5 p.m. Mon-Fri) either by e-mail to customerservice@eatonincorporated.com or by phone at 507-835-1400. If the order is placed during non-business hours (evening or weekend) please contact us no later than noon on the next business day. Orders that have been shipped are ineligible for cancellation and the Returns Policy becomes applicable (see above). Orders that are cancelled after payment has been made will be refunded via the same payment method within three business days of cancelling the order.

4. Exemptions

The following items will not be eligible for any refunds:

- Customized Items
- Final Sale and Clearance Items
- Items Not in Original Condition
- Damaged Items

- Items Beyond the 30-Day Return Window

5. Refund Processing Timeline

We aim to process all refunds within two weeks. The amount will be refunded back by the same method payment was made. Example, if a check was written then the refund will be issued by check. All credit card purchases will be refunded to the original card used for payment, and timelines for that depend on the payment processor.

All returns received in-store are inspected and processed the same day. Online order returns shipped to our warehouse will take a maximum of two weeks, but we aim to finish this quicker.

Missing Refunds

If we have approved a refund but it hasn't reflected on your bank account yet, please contact your bank or credit card company first. It can take up to two weeks for the refund to process seamlessly.

6. Shipping Costs

For online orders, we will generate a shipping label for you at your expense. Please do not send us items of your own accord as the shipping label generates a tracking link that we use.

If the item is found to be defective or in a non-returnable condition, we may recover shipping costs.

Can't Find What You're Looking For?

If you have further questions, please contact our customer support where one of our representatives will be happy to assist you.

Customer Service Contact Number:

507-835-1400

Customer Service Email:

customerservice@eatonincorporated.com

Customer Service Hours:

8am-5pm CST, Monday to Friday