



What is your equipment warranty?

For all of the equipment machine purchases, we offer warranty for parts and labor within 90 days of when you receive the order. We are not responsible for any shipping fees incurred. **If you want to return a machine item, please follow the return policy: we charge a 20% restocking fee.**

Do you accept returns?

For machines and equipment:

*We will not accept any returns or refunds after 3 business days of receiving the product.

*If within 3 business days of package receive date,

1. All return items must be in the original packaging.
2. Buyer is responsible for return shipping.
3. Returned items will incur a 20% restocking fee if package was not opened, 40% restocking fee if package was opened and machine was not damaged.
4. Undeliverable shipment returned back to Bossen by UPS will incur a 20% restocking fee.
5. The refund process can take up to 2-3 days.

What if my order is damaged or defective?

BossenStore carefully handles and packs every product before shipping out. However, due to the fragile nature of certain products, some items may become damaged during transit.

If you receive a damaged, defective, or incorrect item, we ask that you submit a picture for our Quality Assurance Team to review. **Contact us within 3 days of receiving your package** (ie, 3 days after tracking shows delivered) and we will do our best to resolve the issue.

After 3 days, we will not accept returns, refunds or exchanges.

If you see a damaged package from UPS please open to make sure what item(s) are damaged. Take a photo of the box and products inside and email to service@bossenstore.com - please put your Invoice # as the email subject.

To claim damages or defects, please [email us](#) the following information:

- Your Full Name
- Your Email & Phone
- Order #
- Photo of Invoice
- Photo of Box/Products (Damaged Packaging(s) or Damaged/Defective Item(s))

Preferred Resolution: Reship Damaged Items or Refund (we do not accept product exchanges).

