

RE-STOCKING FEE / REFUNDS

ESP Chemicals will charge a re-stocking fee of 25% for returned merchandise.

Re-stocking fees are what we, like many retailers such as Best Buy, Amazon, etc. charge for items that are returned by the customer for a number of different reasons except for the following:

1. Physically damaged goods
2. Does not power on or some buttons do not respond
3. Cosmetically damaged (for example - does not look new)
4. Wrong description of the product
5. Recommended by our our customer service and did not fully serve customer's needs

Some vendors will repackage the item and sell it as 'Open Box' at a discount. These vendors will typically charge a smaller restocking fee. Please check out the links below :

- [Amazon Customer feedback about re-stocking fees](#)
- [Amazon Refunds](#)
- [Best Buy](#)
- [ebay](#)
- [Overstock.com](#)

ESP Chemicals does not:

1. Re-package returned merchandise
2. Offer 'Open Box' merchandise
3. Sell used equipment
4. Offer 100% refunds on items that were sold at less than MSRP (Manufacturer's Suggested Retail Price)

Our product line is discounted and at the same time carries a lower mark up than consumer products such as DVD players, TVs and household appliances. Our product line is typically used in industry, lab and R&D and our customers and ourselves need to maintain 100% confidence in the products we sell. Therefore we only sell factory new products.

We try very hard to avoid re-stocking fees by offering excellent customer service and advice about the products we sell on our website before a purchase is made. Unlike many other companies we educate ourselves about our products and typically respond within 24 hours of a complaint or request for assistance. We are available 5 days of the week from 8:30am to 5:00pm Arizona time.

Returned merchandise from the product line we offer on our website is in general unsaleable as '**New Product**' and usually recycled by the manufacturer. We and the manufacturer must bear the ultimate cost of production to recycling. The re-stocking fee is in reality a relatively minor offset to this ultimate cost.