

### **CANCELLATION POLICY:**

To cancel your order, you **MUST** contact Wooster Products to receive a return authorization number from an authorized representative of the company. Any cancellation (either written or verbal) without confirmation from Wooster Products **will not** be considered as cancelled and you will be charged for your order.

#### **Please note the following conditions:**

Any **stock** order that is cancelled after it has been processed (determined by Wooster Products authorized representative) will be subject to a 35% restocking charge. If the order has shipped, it will be the sole responsibility of the customer to pay any shipping costs incurred in shipping the product to its destination and the return to Wooster Products as well as a 35% restocking charge.

**Custom, Special Orders (non stock items)** that are in the manufacturing process and/or completed may not be cancelled. Wooster Products makes custom/special orders to your specifications that are unique to your business and cannot restock these items.

**Rush Orders** are non-cancelable. Rush orders that are changed are subject to additional charges each time the order is changed. (35% of each existing order) plus new order cost will be the new invoice cost.

**Hold Orders:** Changes will be done on a case by case basis. Additional charges may be invoiced depending on stage of completion of the order.