



### ***Return Policy:***

At Butler Products, we strive to ensure your complete satisfaction with every purchase. If, for any reason, you are not entirely satisfied with your order, we offer a hassle-free return policy to make the process as convenient as possible for you.

#### Returns Eligibility:

- To be eligible for a return, your item must be unused and in the same condition that you received it; Returns must be initiated within 30 days of the purchase date.

#### How to Initiate a Return:

- Contact our customer service team at [po@ox-ind.com](mailto:po@ox-ind.com) to request a return authorization form that you must fill out and send back for approval.
- If approved, once you receive your RMA number, securely package the item(s) and include the RMA number on the outside of the package.
- Ship the item(s) back to us using a trackable shipping method to ensure safe and timely delivery.

#### Return Shipping:

- Customers are responsible for return shipping costs unless the return is due to an error on our part or a defective product.
- We recommend using a trackable shipping method and purchasing shipping insurance for your protection.

#### Restocking Fee:

- Please note that a **15% restocking fee** will be applied to all canceled orders.

#### Refunds:

- Once your return is received and inspected, we will send you an email notification to inform you of the approval **or** rejection of your refund.
- If approved, your refund will be processed, and a credit will automatically be applied to your account.

#### Exchanges:

If you need to exchange an item for a different size or model, please contact our customer service team for more information.



If you have any questions or concerns regarding our return policy, please don't hesitate to contact us at [po@ox-ind.com](mailto:po@ox-ind.com) **OR** at [713-635-6331](tel:713-635-6331). Our dedicated customer service team is here to assist you every step of the way.

Thank you for choosing Butler Products. We appreciate your business and look forward to serving you again in the future.