

DEI Returns Policy

Damages, Defects, and Refused:

Please make sure you have received everything on your packing list before contacting us.

If you have received damaged or defective merchandise, please visit our website at www.deidirect.com. From our home page please select Returns and Damages (found at the bottom of the page). Please fill out the form and hit submit. If you are unable to access the website please email DEI Returns Department at: damages@deidirect.com within 14 days of receiving your shipment.

If you received a duplicate shipment or erroneously shipped product, please contact our Customer Service team at customerservice@deidirect.com with the below information to discuss options.

Please provide the following information to our Returns or Customer Service Departments:

- Your Customer ID
- PO Number, Sales Order Number, or Invoice Number
- Item number

We would also like to point out the difference between damages and defects. Damages occur in handling product, defects occur at the factory. To place the measurement needed for continuous improvement in the appropriate place and to serve you better, we need to record the damage or defect properly. When product leaves our distribution center there are no apparent physical damages.

Damage Attributes: broken, torn, crushed, cracked, bent, or dented. This can occur in two ways:

1. By the freight carrier, meaning, if the box arrives physically damaged, we know the carrier had a hand in this damage. We call this **Freight damage**.
2. Damage that is concealed, meaning, the box arrived physically undamaged, but when the box was opened, the product inside was damaged. We call this **Concealed damage**.

Defect: Is an imperfection in any aspect of the physical attributes of the product, caused by poor execution at the factory.

Other credit reasons may include: wrong product shipped, ordered in error, shortage or overage, and wrong billing.

DEI will not be held responsible for any damage claims on customer pickup shipments where the goods transfer ownership at our dock (FOB shipping point). This includes 3rd party carrier pickups.

Clearance items are final sale and not eligible for claims.

Refused and Undeliverable Shipments:

DEI receives returned merchandise in the form of refusals and/or undeliverable merchandise. If you refuse a shipment by our carrier, please call our Returns Department at 1-800-430-5665 ext. 2. State the reason for refusal and you will receive a Return Authorization number. This will ensure the appropriate credit to



your account upon the receipt of the product to our distribution center. The refused shipment must be undamaged and is still in its original packaging.

In the case of a legitimate delivery attempt, a refusal will be subject to a 20% restocking fee. The freight to and from our distribution center will not be credited.

In the case of merchandise that is undeliverable, meaning our carrier was unable to make a delivery to the address on the order. When the product is received back at our distribution center, you will receive a call to understand why this shipment could not be delivered. In many instances, the address on the order is incorrect and by contacting you, we can determine the correct address and immediately reship the order to you.

Return Shipments:

If you are unsatisfied with a recent purchase you may return the item for a refund within 14 days of receiving the order. Please note the following conditions apply:

- You are responsible for paying for the return to our warehouse
- Returns may be subject to a 20% restocking fee
- Shipping Charges are not refunded when you return an item(s)
- All clearance merchandise is final sale. No returns accepted.
- Refunds are issued to the form of payment that was received for the order
- Items must be in original packing
- We are not able to fulfill exchange requests. If you are interested in ordering another item please visit our website www.deidirect.com to place an order
- To process your credit correctly, prior to returning an item, please contact our Returns Department, damages@deidirect.com, for information regarding your claim.
- Please ship the product to the address on your packing slip:
 - DEI Fulfillment Center
 - ATTN: RETURNS
 - 225 White's Path
 - South Yarmouth, MA 02664
- Each return will be completed within 5 to 10 days of receiving the product back to our warehouse.
- Each claim is processed within 5 to 10 business days.