



All returns must be approved by a Packer Fastener salesman before we can offer credit. All returns must arrive at a Packer Fastener location within 45 days of the initial delivery date. Customers are responsible for ensuring returns arrive at a Packer Fastener location but if we are in the area, we will be glad to stop by and pick them up for you. All we ask is that you have the return ready to go and have someone available that we can reach at the time of the pickup.

All returned items are subject to an inventory count and inspection prior to the issue of the final credit. Returned items must be in good condition. The condition must meet Packer Fastener's standards to resell. Any items altered (via drilling, coating, cutting, bending, etc.) from their original form cannot be accepted for return. Items delivered in manufacturer packaging (not Packer Fastener boxes or bags) must be returned in the original packaging. Mixed fasteners (unless delivered mixed) will not be accepted for return. Items not purchased from Packer Fastener cannot be accepted for return or exchange.

All returns are subject to a restocking fee (typically 10-25% of the item value). This fee covers the expenses incurred to process and deliver the order. Additional fees may apply based upon individual circumstances (ie: special freight and vendor restock fees).

All items noted as "Special Order" or "Non-returnable" are not returnable. These items are also non-cancellable/changeable upon ordering without a significant restock penalty. We understand that things happen and we will do everything in our power to help you if and when the situation arises.

Refunds will be issued to the original payment method used for the purchase. Please allow 7 business days for the refund to be processed after we receive the returned item. The timing of the refund may vary depending on your financial institution.

Additionally, manufacturers may over-ship or under-ship on any given production run by +/- 10%. As part of the fastener industry, we must enforce the standard that +/- 10% of the original ordered quantity will be called complete and billed at the delivered quantity. Packer Fastener will always do everything in our power to deliver at least the ordered amount of an item to our customer.

Of course every situation is different so Packer Fastener reserves the right to adjust or overlook these rules based upon our discretion.

Mistakes happen and we stand by our service. If we make an error, we will make it right for you within any reasonable means. We take great pride in doing the right thing by our customers. Accepting responsibility for our errors goes hand-in-hand with that. In the meantime, we will continue improving our systems and methods to keep these situations to a minimum.