



Last Updated: Mar 10 2021

## Return Policy

All defined terms used below shall have the meanings set forth in our Terms and Conditions. [See TERMS AND CONDITIONS.](#)

### Order Cancellations

Orders that you submit online are processed immediately and may not be cancelled, and you may need to wait until you receive the merchandise in order to return it.

### Returns

Once an item of merchandise is delivered to you, you can return that item within 30 days of delivery. Please contact [Accounting@totalconceptent.com](mailto:Accounting@totalconceptent.com) before returning an item. Returns may incur up to 20% restocking fee. To be eligible for a return, your merchandise must be unused and in the same condition that you received it and must be in the original packaging. Our return policy does not apply to the following goods: discounted or sale items, personalized items, sanitary goods, hazardous materials, or flammable liquids or gases. These items are not eligible for return, refund or exchange.

### Shipping

To initiate a return, please email us at [Accounting@totalconceptent.com](mailto:Accounting@totalconceptent.com). We require a receipt or proof of purchase to accompany your return. After you contact us We will email you a shipping label.

All returned merchandise should be sent to us at 3743 E Jensen Ave, Fresno, CA, 93725.

For items that are manufactured by another party and resold by Us, please do not send such item back to the manufacturer.

You are responsible for paying for both original and return shipping cost for your returned item / items. Shipping costs are non-refundable. If you receive a refund, the cost of any shipping will be deducted from your refund. You should consider using a trackable shipping service or purchasing shipping insurance for items of value.

### Refunds and Exchanges

After We have received your valid return, We will send you an email to notify you that We have received your returned item and notify you of the acceptance or rejection of your return.

If your return is accepted by Us, We will provide one of the following within a reasonable time: an exchange of merchandise for the item returned, a non-transferable merchandise credit, a credit to the payment card or original method of payment used to pay for the item, a check, or another remedy that we determine in good faith is appropriate in the circumstances.

### General

If you do not comply with any of the above conditions, We reserve the right to refuse the return or exchange, or to impose different or additional conditions.