

30 Days Returns of Online Purchases Policy

To ensure that your return is processed accurately and promptly, please email us at support@cenports.com

A Customer Service Specialist will provide you a Return Merchandise Authorization (RMA)* and instructions on how to ship the product back to us. Please note the following:

- Returns made without a Return Merchandise Authorization will not be accepted.
- All returned items must be sent back to us using the original shipping boxes and packing materials.
- Free Returns valid on select items in the 48 contiguous United States only
- If your item was delivered via freight, your return is subject to a \$99.00 freight pick up fee which will be deducted from your return. You will receive a call to schedule a freight pick up appointment within 2-3 business days. Please note, items requiring freight delivery and/or returns are only available for shipment to addresses in the 48 contiguous US states.
- Customers who have shipped items to Canada are responsible for covering all charges related to return shipping on orders originally delivered to Canada.

Write the Return Merchandise Authorization on the pre-printed return address form included with your boxed order. Complete the returns form, then pack it with your order and affix the address label to the outside of the box. Send your return via FedEx, UPS or USPS and obtain a tracking number.

Once the product is received at our warehouse in good condition we will issue a refund for the amount of the product and tax to the original method of payment used for the purchase.

All shipping charges on purchases and returns are non-refundable. All merchandise must be in the original packaging.