




Express Eddie's Toolbox



How to Make a Return

If you are not 100% satisfied with your purchase, you may return the new and unused item(s) within 30 days of receiving shipment for a credit posted back to the original method of payment for the merchandise purchased (shipping charges excluded). Woodworker Express reserves the right to assess an up to a 30% restocking fee to all return requests within this 30-day time frame. To avoid a restocking fee during this 30-day time frame. There must be an exchange of the returned merchandise for merchandise of equal or greater value at the time of return. Return request after the 30 days and up to 60 days of the delivery date of the merchandise will be assessed a restocking fee up to 40%. Any return request after 60 days of receipt of the order will not be eligible for return. Please request your return through the **Order history** page of our store. Returns can only be processed for orders with a status of Completed ( Completed) and within 30 days of delivery.

Returned items must be in the original product packaging. Customer is responsible for return shipping charges, except in the following cases, in which case, we will provide you with a return shipping label:

- Defective or damaged merchandise received.
- We shipped the wrong product by our error.
- Incorrect written description for the product.

We cannot accept returns on special order items, items made-to-order, items with installation related damage, or items damaged during shipment back to us due to improper repacking. We cannot accept returns of items sold as "final sale" items.

All returns must be requested through our Return Request function available through the *Order history* tab of the **My Account** section of our store.

Please include a copy of the original order confirmation or packing slip with any paperwork as proof of purchase.

Returns received at Woodworker Express without a properly processed return request may be assessed a 30% restocking (processing) fee within 30 days of purchase. To avoid a restocking fee, exchange the returned merchandise for merchandise of equal or greater value at the time of return.

To Request the Return

1. Login to your Woodworker Express account.
2. Click on the **My Account** button at the top of the screen.
3. Within the **My Account** screen, click on the *Order history* tab.
4. Using the search criteria selection, search for the order to be returned.
5. Once you've found the order for your return, click on the order number which is a link and you will be taken to the **Order details** screen with a copy of your **Order Acknowledgement**.
6. If you are within the 30 day period for requesting a return, scroll to the bottom of the page to the "Create Return Request" area.

- a. Click the trash can icon to remove line items you do not wish to return at this time. (If a return of these items is needed at a later date, you will be able to come back and process a further return.)
- b. For items to be returned now, indicate the quantity of the item to return and pick a reason for the return from the dropdown list on each line.
- c. Below the items, indicate whether you would like us to "Send a replacement" or "Issue credit/refund".
- d. In the *Comments* field, please provide further explanation for the return request.
- e. Click the **Create** button to create the Return Request and submit it for processing.

Your Return Request will be submitted to our systems for processing. Customer Service will review all returns and send out labels or contact you for further information as needed.

Note: After submitting item(s) for return, those item(s) will be disabled and grayed out in the **Return Request** list. No further action may be taken on those items until the return request is processed.