

Return Policy | Warranty Coverage | Order Cancellations

Thank you for shopping with APW Distributing, Inc. and Portable Power Equipment. We proudly stand behind every item sold, and strive for 100% customer satisfaction. Please see below for our product return guidelines.

INSPECT YOUR ORDER

Please inspect and test all items within 15 days of delivery. If you feel there is a problem with your order upon inspection, please contact us immediately before attempting to use the item. Contact our Customer Support Team at 888-279-9274 or email us at returns@pwpump.com.

RESTRICTED & INELIGIBLE ITEMS FOR RETURN

Engine Powered Equipment cannot be returned once gas or oil has been added to the engine due to federal shipping regulations. If gas or oil has been added to the engine, the unit will need to be taken to an authorized service center for repairs.

Electrical Items

Battery Powered Items

RESTRICTED & INELIGIBLE ITEMS FOR REFUND – WARRANTY COVERAGE ONLY

Installed Pumps

Any Used or Installed Items

RETURNING YOUR ORDER

Returning New & Unused Items for a Refund

NEW & UNUSED items may be returned complete for a partial product refund for any reason, within 45 days of delivery. New and Unused items that are returned complete will be subject to a 20% processing fee. New and Unused items that are returned incomplete (missing parts, original packaging and documentation) will be subject to a minimum 25% processing and refurbishing fee. Simply fill out our online [Return Merchandise Form](#) to begin the return process. After this form is submitted you will be given further instructions on returning your item. Be certain to ensure that proper packaging is used to prevent any damage that may occur during the return shipment. APW Distributing, Inc. and Portable Power Equipment cannot be

responsible for damage occurred during the return shipping process, and this may affect the eligibility of the return in the case of damaged items caused by the carrier. Please choose the most convenient, and traceable shipping carrier and method for the returning merchandise. Please retain copies of the shipping receipt and tracking number for proof of return delivery. Some items may have included free shipping. If any of these items are returned, our actual outbound shipping costs will be deducted from the return refund amount. Items must be returned COMPLETE, in NEW & UNUSED condition with ALL original materials and packaging. Original shipping charges cannot be refunded.

Engine Powered Equipment cannot be returned once gas or oil has been added to the engine due to federal shipping regulations. If you have added gas or oil to the engine you will need to take the item to an authorized service center for repairs which may be covered under warranty. We encourage you to locate an authorized warranty repair center in your area.

Refunds will be issued within 5 business days of receipt at APW Distributing. Depending on the issuing bank, the refund may take up to an additional 5-7 business days to reflect on your account. Any items returned for refund with any sign of use, will be refused and shipped back to the customer.

Installed Pumps & Used or Installed Items

Pumps that have been installed and any used items cannot be returned for a refund. All used items and pumps that have been installed will be covered under warranty only, as issued by the manufacturer or APW Distributing, Inc. Please contact our Customer Support Team at 888-279-9274 to assist with items that are believed to be defective. In some cases, we may be able to prevent the need for a return and/or address the issue over the phone or via email. Some warranty items may be covered directly by the original manufacturer. In these cases, we will contact the manufacturer to start the warranty process for you. Please do not contact the product manufacturer directly, as we will need to initiate the process for any warranty related situations. Also, please allow an additional business day for specific manufacturer RMA instructions to be provided in order to ensure proper processing.

WARRANTY COVERAGE

All items sold by APW Distributing, Inc. and Portable Power Equipment carry a warranty, either issued by the manufacturer of the item or by APW Distributing, Inc. All warranties are limited, and warranty timeframes may vary per item. Warranties cover repair or replacement of the approved warranty item, subject to manufacturer suggested actions. The customer is responsible for all transportation and shipping charges associated with warranty repairs or replacements. Refunds are

not given in lieu of product repair or replacement. Please refer to the item for warranty coverage information.

Engine Powered Equipment cannot be returned once gas or oil has been added to the engine due to federal shipping regulations. If you have added gas or oil to the engine you will need to take the item to an authorized service center for repairs which may be covered under warranty. We encourage you to locate an authorized warranty repair center in your area.

CANCELLING YOUR ORDER

Orders may be cancelled up until they have been assigned a tracking number by the carrier. Once an order has been assigned a tracking number, it can no longer be cancelled. In the event that the order has already shipped, please do not refuse the delivery. **If the delivery is refused, all shipping costs, outbound and return, carrier fees, and a minimum 25% restocking fee will be deducted from the total product refund amount.** Please accept the delivery. See our “Returning New & Unused Items for a Refund” policy for returning your order.

APW Distributing
301 W. 11th Street | Vancouver, WA 98660
888-279-9274 | pwpump.com
returns@pwpump.com