

Speakman Return Policy

Returns

All returns or exchanges require a RGA form to be requested through customer service by emailing returns@speakman.com. Once the RGA has been requested, please print and place inside the box with your return material. Returns must be shipped back within 30 days of RGA receipt. Items returned without notification, or an RGA will not be eligible for a refund or exchange and might be rejected upon receipt.

Speakman is not responsible for return shipping costs for non-defective returned product.

Restocking

Returns eligible for credit are based on the following conditions and restock charges:

1. Product was sold to customer by Speakman or an affiliated company.
2. Product was packaged and shipped back safely and intact.
3. New condition, suitable for resale in its undamaged, original packaging, with no secondary markings (e.g. labels, price tags, etc.).
4. Contains all original parts and has not been used, installed, modified or damaged.
5. Special- or custom-order products are non-returnable.
6. Product with delivery date over 365 days are non-returnable.

Restocking Charges

0-90 days - 0% restocking fee

91-365 days – 20% restocking fee

Returns Processing

All returns are to be shipped to Speakman at 51 Lacrue Ave, Glen Mills, PA 19342. Product credit returns will be processed within ten business days of receipt.

SPEAKMAN®

800.537.2107

customerservice@speakman.com

returns@speakman.com
