

DORCY WARRANTY

PRODUCTS YOU CAN TRUST



Dorcy offers a limited One Year Warranty on our products.

Warranty (Excluding batteries): This product is warranted to be free from defect in material or workmanship for one year from date of purchase.

** Defective items - Please return item to place of purchase.

If retail establishment will not accept return for a product that is defective, please support@dorcy.com for a RMA (return material authorization) number for repair or replacement.

* Dorcy reserves the right to substitute products of equal value or lesser value if returned product is not available.

Item(s) Not Purchased from Dorcy.com

Dorcy.com does not accept returns of item(s) sold by other sellers than that of dorcy.com/ If the item(s) to be returned were not sold by dorcy.com, you will need to contact the seller or retailer directly.

Return page [Dorcy support](#) or support@dorcy.com

Online/WEB Return policy - DORCY.COM orders only

Easy returns - No hassle returns- No Hassle 1 year Warranty

If item is defective you may return it in new condition for a full merchandise refund excluding S&H within 90 days of your purchase. We will promptly issue a refund, credit, or exchange, whichever you prefer!

Full refund Unopened Items - 90 Days - DORCY.COM orders only

You may return new, unopened item(s) sold by dorcy.com/ within 90 days of delivery. Item(s) returned within 90 days of delivery will be eligible for a full refund. Item(s) need to be returned in their original product packaging. If a shipment error occurs as a result by dorcy.com, we will also pay the return shipping costs incurred.

Refunds should be received within approximately 2 - 3 days of submitting returned item(s). This approximate time period includes transit time (2 to 5 business days), processing (2 to 3 business days), and bank processing approval (2 to 3 business days). Dorcy.com will notify you via e-mail of your refund once we have received and processed the returned item(s).

Item(s) Eligible for Full Refund - No Hassle DORCY PAYS SHIPPING

Dorcy.com will accept returns of the following: ONLY IF PURCHASED ON DORCY.COM

- Item(s) that are defective or faulty within 1 year warranty- DORCY PAYS SHIPPING
- Item(s) incurred in an error on behalf of dorcy.com - DORCY PAYS SHIPPING

Item(s) Eligible for Partial Refund

Dorcy.com will issue partial refunds for the following:

- Item(s) that are returned after 30 days of delivery.
- Item(s) not returned in the condition it was received.
- Item(s) that are returned before 30 days after delivery.

Item(s) that are Not Eligible for Refund and Returns

Dorcy.com will not accept returns of the following:

- Item(s) that has obvious signs of use/ abuse.
- Item(s) not purchased from dorcy.com

Orders Returned

Orders that are eligible for full and partial refund must include a copy of the order invoice, note indicating reason for return, and can be shipped to:

Dorcy International

Returns: Order #_____

2700 Port Road

Columbus, Ohio 43217

Reason for return

Exchanges

If you received a defective or faulty item(s) and need to exchange it for the same item(s), you may do so by returning the original item(s) to dorcy.com along with a copy of the original invoice and a note indicating the reason for exchange. Such exchanges can be shipped to:

Dorcy International, Inc

Returns: Order # _____

2700 Port Road

Columbus, Ohio 43217

Reason for return

If you would like to exchange an item(s) for a different item(s), please return the original item(s) and place another order for the item(s) you wish to purchase. Orders for new item(s) can be placed before www.Dorcy.com has received the original item(s).

Phone number

1-800-837-8558

www.dorcy.com