



Return and Exchange Policy

Thank you for shopping at Acosta Manufacturing, Inc.

If you are not entirely satisfied with your purchase, we are here to help.

Policy for All Customers and Sales

- Stock items must be in resale condition in order to be eligible for return. Resale conditions will be determined at the discretion of an Acosta Mfg. employee.
 - Resale Condition means: free of damage, in original packaging when applicable, and in condition to be resold as new: **NO scratches, NO dents or dents, NO screws holes, NO Sealant, NO Dust or Dirt, and NO flat sheets that have been rolled.**
 - Flat Sheets: any sheet(s) that have been rolled at any time will not be eligible for return, regardless of gauge or material type.
- Non-stock (Special Order/Custom/Made-to-Order) items are not returnable and will not be eligible for a credit or exchange.
 - Items made incorrectly are eligible for return after review by our team.
- Returns must be accompanied with original receipt. Receipt is required for any credit or exchange.
- All returns are subject to a restocking charge of up to 25%.
 - Fee is determined by complexity of return, and is determined by Acosta Mfg. personnel.
- Shipping/Delivery cost is nonrefundable, the Shipping/Delivery cost will be deducted from your refund.

Cash/Credit Card Sales: Additions to Policy

- All Cash/Credit Card sales are refundable up to 30 days from date of original purchase. Receipt (Pick Ticket) is required for any credit or exchange.
 - After the return is approved, we will refund the original form of payment. Credit card return posting time depends on the credit card company policy.
 - For cash payments, you have until 2:30 pm the same day of purchase to request a refund of cash; otherwise a check will be mailed to you within 30 days of the return.

Account Sales: Additions to Policy

- Per your company's policy, a purchase order or job name may be required.
- Credits will be posted to the company's account.

If you have any questions, please ask for a Manager.