



Damaged Product Box

If Customer receives a damaged box upon delivery, please refuse the products upon the original delivery attempt. If damaged products are accepted from the carrier, such damage should be noted on the carrier delivery record. Please save the product and the original box and packaging and notify Supplystationusa.com immediately to arrange for a carrier inspection and a pick up of damaged products. Please notify Officecrave.com Customer Service at support@supplystationusa.com of damaged products WITHIN THE FIRST 10 DAYS of receipt. Timely receipt of this information is necessary for Bluedogink.com to file a damage claim. Damaged merchandise will only be exchanged for the exact same product.

Defective Products

If you have received defective merchandise you must contact supplystationusa.com within 30 days for Return/Exchange. All defective merchandise will be inspected once returned to our warehouse. We can then issue you a full credit, store credit, or replacement to be redelivered. After 30 days, customers will have to contact the manufacturer directly, most manufacturers have 1-year warranties.

Restocking of Non-Damaged/Defective, and Unopened

If you have non-defective and unopened merchandise within 30 days of original purchase date, We will give you an address to ship the product to at your expense subject to a 15% restocking fee.

Non-Damaged/Defective, Opened

We will not accept returns on merchandise that has been opened and is not defective.

Replacement Policy:

Supplystationusa.com will not ship replacement merchandise until receipt of damaged or defective item. All defective or damaged returns are subject to verification by one of our staff members.

Cancellations:

supplystationusa.com uses one of the most efficient and prompt processing systems available for online and phone order completion. Because of this, it is often difficult to cancel an order after it has been placed. Once the order is sent to our warehouse, where it is processed for shipment, it cannot be canceled. If you wish to cancel a placed order, please contact our customer service center as soon as possible after placing the order