



T H E G U L F F I B E R O P T I C S G R O U P

NEW PRODUCT REFUND / RETURN POLICY

Custom Made Products:

Once a product is ordered and the order is processed, it may not be canceled. Once an order has started the production process, it cannot be halted. Any product that is custom made is considered non-returnable.

If a custom made product arrives damaged, produced in a different size from what was ordered, or is not the item type ordered due to our error, please notify us within twenty-four hours of receipt. We will replace the item with the correct item as originally ordered at no cost. If the product was ordered incorrectly: i.e. wrong size, wrong color, wrong accessories, etc., no refund will be offered. Please make sure your order is correct prior to placement. If you have any questions, please contact us.

Return Merchandise Authorization:

Return authorization must be approved prior to returning a product. Items returned without an RMA reference number will be refused and returned to the sender.

Please send all approved RMA packages for any of our companies to:

448 Commerce Blvd.
Oldsmar, FL 34677
U.S.A.
TEL: +1 813.855.6618