

## Return Policy

Your complete satisfaction is our only goal. If you are not 100% satisfied with your product, please [let us know](#) within **10** days. We will give a refund within **30 days** (less restocking if applies and S&H or Freight both ways) with an RMA# only and/or without an exchange or store credit. Returns do not apply to any CD's, software, or personalized items. The return item must be in working order and *not* damaged. If it is damaged only a store credit will apply.

If you have any questions, please give us a call at **(281) 496-4495**

All *non-defective*, opened or non-opened returns are subject to a 20 % restocking fee. Before returning any item, you must contact our returns department via [email](#) within **10-15** days (depending on the manufacturer/vendor) of your invoice date for a Return Merchandise Authorization (**RMA**) number. *No returns* of any type will be accepted *without* an RMA number. *Defective* items may be returned for a *same-item* exchange only. All products (unless noted on our site) are sold with the full *manufacturer's warranty*. The warranty period and service varies by manufacturer and product. Extended warranties are sometimes offered directly through the manufacturer; please contact us if you are interested in purchasing an extended warranty. In order to receive full credit, your purchase must be returned with shipping pre-paid. All items must be in "as-new" condition, in original packaging and with all warranty cards, manuals and accessories. Any discrepancies could result in a delay or partial forfeiture of your credit. There will be a \$55.00 re-boxing fee for products returned in a damaged box.

**Canceled Orders:** If after **10 business** days an order is canceled the client is charged an *administrative* fee in the amount of **10%** of *total* sale fee. If, however, the unit **has** already shipped the **Return Policy** applies.

## Damaged / Wrong Items

It is important that you carefully examine to see if the correct product arrived without any damages, **before** signing the freight carrier's release. Bacchus is **not** responsible for *any* damage caused by freight carrier. Bacchus **does** offer assistance with insurance claims for items shipped by FOB shipper.

## Returns

If before **5 days** you decide to return an item, we will credit your payment minus **20%** restocking fee (*Vinotemp* merchandise will incur a **35%** restocking fee) plus minus S&H or freight charge. Restocking fee will be **25%** if the return is due to damage which occurred during shipping. If the cancelled item has shipped, credit will be applied once the item has been returned. Customer is responsible for all returned *shipping* charges -- unless the item is damaged or wrong item shipped. We will give a refund within 30 days (less restocking -if applies- and less S&H) with an RMA Number. Without an RMA Number or up to 30 days we will set up an exchange or give you a store credit depending on availability of the item at the time of the return. Return to us is at your expense.

## Shipping Information

**Bacchus** will coordinate factory shipments, or provide the necessary information for our clientele themselves to "shop" carriers. **Bacchus** does not mark up shipping costs nor do we receive any compensation for choosing a specific carrier. Any transportation arrangements we make are **fully** insured and we strongly recommend that any clients who choose their own freight company purchase appropriate coverage. **For your own protection inspect all shipments for damage at delivery!** Bacchus is not responsible for any damage or late delivery caused by freight carrier.

In order to obtain the lowest pricing and fastest delivery available, in most cases -- *depending when the order is received*-- we place orders, process client payments and remit to manufacturers on the same day that order confirmations are received. Please do not sign the Invoice or Terms unless you agree to *same day* payment or *other arrangements* have been noted as "Special Requests"

Last, but first, *any* terms will be modified at our clients' request? *Bacchus* will do whatever it takes to accommodate you.