

RETURN POLICY



In order to ensure customer satisfaction **Westrac LTD – Midway branch accepts same day returns (24 hours) for products if the following conditions are met.**

- Item is returned with original invoice
- Item and packaging have not been damaged or missing any pieces and the item has not been used or installed
- The item is not a special order item that was specifically ordered in for the customer by request
- Items that are not damaged due to misuse, abuse, used for wrong application, power issues and or moisture
- Items are subject to inspection and testing prior to exchange (diagnosis may take 2 business days)
- Midway reserves the right to repair or service items before exchange is considered

If all conditions are met the return is processed and given based on method of purchase.

- Cash refunds are given only for cash sales, and all other sales are returned to the buyers account
- In cases where buyer paid with card and does not have an account, a return is made back to the card
- If the purchase was made with a check, the return is given as a check, written to the original buyer, and with a date allowing for clearance of the check used for purchase

Items being returned after the 24-hour window, must meet the same criteria and additionally they must be approved by specified Midway personnel.

Any items that are returned after 15 days will incur a 15% restocking fee.

Note*

- **Generally, after 30 days items are not returned, regardless of condition**
- **Electronics, car audio, appliances and other electrical items are non-refundable**
- **Testing and repairs will not be charged on items that qualify for warranty**