

FURZONE POLICIES

SHIPPING- Shipping costs include postage and insurance. We insure everything we ship to cover the costs of damage enroute. We don't replace items shipped that were damaged enroute because it's not our fault, it's the shipping company. If we put an item in a box and ship it, and it arrives at your destination damaged, and you say you had no part in damaging it. Then you need to file a claim with the shipping company because you have the evidence and the label number as well. Its not part of our customer service to absorb damaged items and send you a replacement. You can file a claim, get all your money refunded, and keep the damaged item. We will however, sell you a new item of the same, and when the insurance claim pays, that's how you recoup your money for the replacement item that way.

WE DO NOT REPLACE ITEMS THAT WERE MARKED "DELIVERED" BY THE USPS, TO THE CONFIRMED ADDRESS ON YOUR PAYPAL ACCOUNT OR SHARPENING ACCOUNT, EVEN THOUGH YOU NEVER RECEIVED THEM. We get our labels printed by Paypal if Paypal was used. Update your account.

RETURNS- On clipper blades, 15 days after receiving then you own them. you pay the return shipping for a refund. If its because they don't cut, we will confirm that here before issuing a refund. It could be your clipper, your technique, or your blade care. Call.

On Furzone 610 clippers, you have 10 days after receiving them, then you own them. You pay the return shipping. If a Furzone clipper doesn't work, you will send it to the main distributor for replacement. Call

On Furzone Comb attachments, you have 15 days after receiving them, then you own them. You pay the return shipping. Call