



Document Date: June 13th 2023

WR Long Returns

At WR Long we believe in going above and beyond to provide exceptional customer service. Our return policy is a testament to this commitment, as it surpasses industry standards in ensuring your satisfaction. We go the extra mile by offering a hassle-free process that is simple and convenient with a dedicated customer service team to assist you every step of the way. Our goal is to make the return process as smooth and efficient as possible as your satisfaction is our priority!

WR Long New Valve Kit Return Policy

At WR Long we provide our customers with the best Made in the USA products with unmatched customer service. We understand that occasionally a return may be necessary. Please review our return policy below:

1. Eligibility for Returns:

- a) Valve Kits must be in their original condition and unused.
- b) The entire kit with all components must be returned to be eligible for a refund.
- c) Proof of purchase, such as an invoice number or sales order number, is required for all returns.

2. Return Timeframe and Restocking Fees:

- a) Returns made within 90 days from the date of purchase are subject to a 10% restocking fee based on the original purchase price.
- b) Returns made after 90 days from the date of purchase are subject to a 15% restocking fee based on the original purchase price.
- c) All sales after one year from the date of purchase are considered final and non-returnable.

3. Return Process:

- a) To initiate a return, please contact our customer service team to obtain a return merchandise authorization number (RMA). Returns without an RMA may incur delays or potentially may not be accepted. This number will be placed on the WR Long Return Form.
- b) All returns must have the WR Long Return Form included in the return box. This form can be found at [Line Item#4](#) of the Dealer Page (Access Dealer Page By Clicking on American Flag at top of Website).
- c) Customers are responsible for arranging and covering the return shipping costs, unless approved otherwise by WR Long.
- d) It is recommended to use a trackable shipping method for returns to ensure the safe delivery of Valve Kits.

4. Refunds:

- a) Once the returned valve kit is received, inspected, and confirmed to meet the return eligibility criteria, a credit memo will be issued for the original purchase price, minus the applicable restocking fee.

5. Non-Returnable Valve Kits:

- a) Valve Kits that have been used by the customer are non-returnable.
- b) All sales after one year from the date of purchase are considered final and non-returnable.

WR Long Valve Kit Return Policy – Unique Circumstances

1. Valve Kit Ordered Wrong by Customer:

- a) If you ordered the wrong Valve Kit, please contact our customer service team once identified to notify us of the issue.
- b) The customer is responsible for the return shipping costs associated with returning the Valve Kit.
- c) The returned Valve Kit must be in its original condition and unused.
- d) A restocking fee of 10% based on the original purchase price will be applicable.

2. Incorrect Valve Kit Received – WR Long Error:

We appreciate your patience with us on the inconvenience receiving this wrong kit has caused you. Please know that your satisfaction is our top priority, and our team will do everything in our power to resolve the issue to your satisfaction.

- a) In the rare event that you received an incorrect Valve Kit or incorrect component other than what you ordered, please contact our customer service team immediately to report the issue.
- b) We will immediately arrange for the correct Valve Kit or component to be shipped to you, and we will cover the return shipping costs for the incorrect item as well as the shipping costs for the correct item.
- c) Please ensure that the incorrect Valve Kit is returned in its original condition and unused.

3. Damaged Valve Kit Received:

We thank you in advance for your patience and understanding in this unfortunate situation. Your trust in our brand is invaluable, and we will exhaust all efforts to provide a swift and satisfactory resolution.

- a) If your order arrives with a damaged item, please contact our customer service team as soon as identified.
- b) We may request supporting documentation, such as photographs of the damaged item, to assess the situation.
- c) Once the damage is verified, we will either arrange for a replacement Valve Kit or component to be shipped.
- d) If applicable, we will cover the return shipping costs for the damaged item as well as the shipping costs for the replacement item.

4. Return Process:

- e) To initiate a return for any of the above scenarios, please contact our customer service team to obtain a return merchandise authorization number (RMA). Returns without an RMA may incur delays or potentially may not be accepted. This number will be placed on the WR Long Return Form.
- a) All returns must have the WR Long Return Form included in the return box. This form can be found at [Line Item#4](#) of the Dealer Page. (Access Dealer Page By Clicking on American Flag at top of Website).
- b) Customers are responsible for ensuring that the returned item is appropriately packaged to prevent further damage during return shipping.
- c) It is recommended to use a trackable shipping method for returns to ensure the safe delivery of Valve Kits.

5. Refund or Replacement:

- a) Once the returned item is received, inspected, and confirmed to meet the return eligibility criteria, a credit memo will be issued for any charges on your account relating to the unique circumstance.

Please note that our return policy is subject to change without prior notice. Please continually refer back to this policy to ensure you stay up to date with our return guidelines. If you have any questions or require further assistance regarding our return policy, please don't hesitate to contact our customer service team.

Thank you for choosing WR Long, and remember we are here when you need us!

Troubleshooting Guide

Valve Kit Videos

WR Long Return Form