

## One Groove Vinyl Return Policy

**1. Defective or Damaged Product:** (Not including Lathe Cut Vinyl) One Groove Vinyl provides warranty for U.S. customers, for a period of 30 days after the purchase date. If the consumer has a problem with a product in the first 30 days after receipt, One Groove Vinyl will repair or replace the item. Replacement or repair of units returned is at the discretion of One Groove Vinyl based upon the condition of the received unit and ease of repair. Products must be returned intact, and only items returned will be repaired or replaced. Please note this warranty is not available to international shipping locations. (see details below) To activate this warranty replacement or repair, the following procedure must be followed:

a. A Return Authorization (RA) number must be obtained from our office by emailing [chris@onegroovevinyl.com](mailto:chris@onegroovevinyl.com) Requests for RA numbers are not accepted over the phone. RA numbers will be issued within one business day for qualified returns. Please have the following information available when submitting for the RA number:

- i. The original invoice number.
- ii. Email address
- iii. The quantity, product number and reason for return

**2 International Shipments (including Canada):** One Groove Vinyl will repair or exchange defective items shipped internationally for a period of 30 days after receipt, but will not pay any related shipping costs for the item's return or back to the consumer.

**3 Non-Defective or Non-Damaged Product:** One Groove Vinyl will also provide a 30-day return policy for new, undamaged and non-defective product. A 15% restocking fee will be charged for this service, and the item must be received at One Groove Vinyl prior to credit being issued.

a. A Return Authorization number must be obtained from our office by emailing [chris@onegroovevinyl.com](mailto:chris@onegroovevinyl.com) Please have the following information available:

- i. The original invoice number.
- ii. The quantity, product number and reason for return

Items must be returned in original packing and complete within 30 days to qualify for this return. No refunds or credits will be issued beyond 30 days.

**3 Lathe Cut Vinyl:** All sales are final on Lathe Cut Vinyl. If for some reason the vinyl was damaged during shipping please email a picture to [chris@onegroovevinyl.com](mailto:chris@onegroovevinyl.com) so we can determine what happened. Do not return the vinyl. If we determine it was damaged in shipping we will cut a replacement for you.

\*If a refund or credit is issued for returned merchandise, it will be issued at current pricing.

\*Restocking Fees of 15% apply to non-defective/non-damaged returns