

# Politique d'expédition et de retour de produits

## Shipping and Return Policy

### SHIPPING

ECHOtape online orders ship within 24 business hours of receipt for most items and no later than 72 business hours otherwise. ECHOtape online orders ship daily from Monday – Friday.

All ECHOtape orders ship via UPS or US Postal service (USPS). Rush orders are for business days only and do not include Saturday delivery. Upon processing of your order, you will receive an email notification with a tracking # for your shipment.

### RETURNS

Your full satisfaction is our number one priority. If you're not completely satisfied with a product you purchased from our online store, you have 30 days to return it to us, no questions asked. Returns are the responsibility of the customer and must be sent back in original condition, unless there is a manufacturer's defect. If an item is to be returned, please email us at [returns@echotape.com](mailto:returns@echotape.com) and let us know what you are returning and why so we can make sure your



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return is properly handled.

Please ship all returns to:

ECHOtape

5645 Daniels Street

Chino, CA 91710

ATTN: RETURNS DEPARTMENT

Refunds exclude shipping and handling fees. ECHOtape will credit your account within 48 hours of receiving the returned item(s). Returns will be refunded in the form of the original payment method. Please include the original packing slip with your return for order identification purposes.