

We understand that, on occasion, returns may be necessary. Therefore, we have developed a comprehensive and fair return policy to ensure a smooth process for our valued customers. Please take a moment to review the terms and conditions set forth below, as they govern all product returns to WHD Canada.

WHD Canada Return Policy

1. **Annual Return Limitation:** Up to 5% of the previous year's sales may be returned, provided they meet the criteria outlined in this policy.
2. **Purchase Time Frame:** All items on a return request must have been purchased within the last 24 months and be current in our inventory.
3. **Condition and Packaging:** All items must be in their original packaging and in a resealable condition.
4. **Specific Hose Policy:** Partial lengths of hoses are non-returnable, and the date code must be within three years for rolls.
5. **Offsetting Orders:** An offsetting order will be required for acceptable returns. If an offsetting order is not placed, returns are subject to a minimum of 25% restocking charge.
6. **Freight Costs:** All freight costs associated with the return must be prepaid to WHD Canada, Kitchener, Ontario.
7. **Unauthorized Returns:** Any items returned to WHD Canada without proper approval will be returned to the client, with shipping costs collected upon delivery.

We encourage you to reach out to our dedicated customer support team if you have any questions or concerns regarding our return policy. Your satisfaction is of utmost importance to us, and we are committed to assisting you with your needs.