

Cascade Kits Return Policy

Kits must be returned in full. Partial returns of individual kit items will not be accepted. Cascade will honor warranty returns, based upon the manufacturer's specific warranty policies.

To obtain an RMA number call Customer Service at 800-888-0865. Please have available the date of purchase, order or invoice number, and reason for return. A credit will be posted to your account for the returned goods once the merchandise is evaluated. Returns may not be accepted on merchandise kept for more than 60 days from date of invoice. Qualified returns may be subject to a restocking fee (does not apply to items shipped in error by Cascade). Returned items must be in the original condition and packaging. Return shipping charges are paid by the customer. Merchandise returned without a Return Authorization Number may experience a delay in credit issuance.

- No partial kit returns
- Warranty returns are subject to manufacturer policies
- Complete kit returns must be processed prior to individual product trial periods

Please be prepared to provide the following information to obtain an RMA number:

- Account number or company name
- Purchase order number and/or serial number
- Quantity to be returned
- Reason for return

Returned Goods-Warranty Products

To obtain an RMA number call Customer Service at 800-888-0865. Please have available the date of purchase, order or invoice number, and reason for return. Upon issuing an RMA number, Cascade will provide a return label for use. This label must be used in order for the return to be processed and expires 30 days from issuance. A credit will be posted to your account for the returned goods once the merchandise is evaluated. A new invoice will be issued for the replacement product or, in the event the manufacturer does not accept the product for warranty coverage, the credit may be reversed and/or reduced by any manufacturer assessed fees. Merchandise returned without a Return Authorization Number will be returned to the customer.

Returned Goods-Non-Warranty Products

To obtain an RMA number call Customer Service at 800-888-0865. Please have available the date of purchase, order or invoice number, and reason for return. A credit will be posted to your account for the returned goods once the merchandise is evaluated. A new invoice will be issued for the replacement product. Returns WILL NOT be accepted on merchandise kept for more than 60 days from date of invoice. Qualified returns may be subject to a restocking fee (does not apply to items shipped in error by Cascade). Returned items must be in the original condition and packaging. Return shipping charges are paid by the customer. If any items have been altered, used, or damaged, Cascade will not process a full kit return, the items will be sent back to the customer, and no credit will be issued.