

Any returns must be authorized in writing by PQ. To receive an RMA (Return Merchandise Authorization ) number and shipping instructions, please send an e-mail and include your order number. Claim cannot be honored after ten (10) days.

Customer may return any new, unopened items within 30 days of receiving merchandise for a full refund less shipping and handling. Items returned must ship via UPS for tracking purpose. Customer is responsible for shipping cost on all returned merchandise unless the merchandise is defected upon arrival. Customer should expect to receive their refund within and up to four weeks from the date which return merchandise is received at Punto Quantico that will notify you via email upon arrival of your return merchandise.