



Return Policy

Credits:

Customers will only receive credit for returned products if the product is saleable. Any product that has been installed cannot be returned. No credit will be awarded if the product is older than 6 months. There will be a 10% flat restocking fee for all returns.

Additionally, customers will have 90 days from the date a Return Merchandise Authorization (RMA) is issued to send the products to our facility. If this is not met, the return will not be processed. The RMA number must be visible on the shipping box(es).

Shipping Charges:

Shipping charges will be paid by Rath/Janus for warranty related returns or if a mistake was made on the part of Rath/Janus. Customers will pay shipping for non-warranty returns.

Custom Products:

All custom products are non-returnable. Customers ordering a custom product will only receive a credit if the product proves to be defective during the warranty period or if there was a verified mistake in the production of the custom product.

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