

Return and Exchange

We value all of our customers. Your satisfaction is our first priority. If you are not completely satisfied with your purchase we are gladly to give you full cash refund within 14 days or an exchange within 30 days of the original purchase. However, all returns will be professionally tested before refunds are given. Return items must be in original box and include all of the original accessories. Fees will be applied for missing items (accessories, original box, harnesses, etc.). Buyer is responsible for all return shipping costs to Shears Logic Inc. Shears Logic Inc. will pay to ship the replacement item to you. All returns require an RMA (return merchandise authorization) number. Returns without an RMA number may be delayed or returned to the sender, please contact us by email sungoldgroupintl@gmail.com or call us at 503-888-3906 or toll free 1-877-222-3976 for your RMA. We only allow for even exchanges. Any exchange attempt for a different item will be subject to additional fees. Shears Logic Inc. strives to maintain a goal of 72 hour service for all replacements. Delays may be incurred if lack of replacement inventory is encountered. We will contact you via email if such a back order happens. Items returned that are physically abused or damaged will not be accepted. **All International Sales are final**; the return/exchange policy does not apply to International orders. The return policy does not cover damage due to improper repairing, if an item was physically altered by you, or services performed by anyone other than Shears Logic Inc.

Warranty

At Shears Logic Inc., we are committed to serving our customers with the highest standards of satisfaction. Our sharpening system comes with 1 year full labor and material warranty. Customer is only responsible for the shipping of the system to us for repair; we will do the repair and ship it back to you free of charge.

All repairs are done by our certified technician. Repairs that are done by anyone other than our certified technician may cause the warranty to void.

Email us for your closest warranty center sungoldgroupintl@gmail.com or call 503-888-3906 or 1-877-222-3976