

Return Policy

TheAccessPanelStore takes pride in the quality of our products. We will gladly accept returns, issue credit, and process exchanges for any products that show manufacturing defects. All other returns are subject to the following restrictions.

Damaged Shipments: Every now and then we have a report of an order damaged during shipping. While it is a very small percentage of the our orders, stuff happens. When you receive your shipment, please inspect the box carefully. If it looks like there is exterior damage to the packaging, please ask the driver to wait while you inspect the actual product. If there is damage, please refuse the shipment and call us right away at **800-516-4036**, so we can get replacements to you as soon as possible.

- Returns must be made within 30 days of delivery.
- Any returned product must be in new (sellable) condition.
- Only access panels that are "stock" items may be returned. Custom products are not returnable.
- Any product with an option or conversion selected is considered custom and is non-returnable.
- All returns are subject to a 35% re-stocking fee.
- Orders for specialty colors or custom parts may not be canceled after the parts have gone into production.
- To make a return please contact TheAccessPanelStore customer service.

If you have any questions about our privacy policy or our web procedures, feel free to contact us:

We are here to help!

If you have any questions about our privacy policy or our web procedures, or just need help finding what you need.

To make a return please contact TheAccessPanelStore customer service.

Phone: 800-516-4036

Fax: 952-303-3773

[Contact Us](#)

Or send an E-mail to us: sales @ TheAccessPanelStore