



# **WESTROCK**

ORIGINAL QUALITY PARTS

**WESTROCK COMPANY, INC  
3700 OLD SHACKLEFORD RD.  
LITTLE ROCK, AR 72204  
USA**

## **Returns, Refunds and Exchanges Policy**

### **How To Return An Item**

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 15 days** of your purchase.

1. Please email [jonteague@westrock.com](mailto:jonteague@westrock.com) or [adam@westrock.com](mailto:adam@westrock.com) to request a refund and we will assign you a tracking #.
2. Mail your returned item to:  
3700 Old Shackleford Rd  
Little Rock, AR 72204
3. Include in your package a signed letter stating the reason for your return and the original receipt.

### **Return Exceptions**

Items that have conditions, malfunctions, and / or damage not resulting in material and workmanship will not be accepted as returnable.

### **Restocking Fee**

All items are subject to a 10% restocking fee. This will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

### **Exchanges**

If your product is incorrect due to the fault of Westrock Company, Inc and is still in new condition, no restocking fee or shipping cost will be applied.