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Return Policy

- All sales are final. Materials which have been delivered, as ordered, may be returned “unused” in resalable condition or in original packaging, within 30 days from the date of purchase for credit ONLY upon Seller’s prior written authorization.
- All such returned materials must be accompanied by a copy of the invoice, a Return Merchandise Authorization (RMA) from Seller.
- A restocking charge, in the amount of 18% of the purchase price, will be removed from credit total.

Details

WEEB products, the ACE, and Acme Cable Clips are non-returnable unless the product is defective. If the product is incompatible with a system, and a compatible product is available, an exchange may be requested. At the time you request an exchange, please provide a valid credit card number. If the account is approved for credit, a purchase order will be accepted. There will not be a charge for the replacement product provided the original part is returned to Wiley within 14 days after we ship the replacement part. If the original product is not received within 14 days, the credit card on file will be charged or an invoice will be issued at the current price for that product.

It is the responsibility of the customer to prepay the shipping charges for the returned parts. Wiley will pay to ship a defective replacement part provided an address in the United States is given.

An ASSET product purchased directly from Wiley can be returned within 30 days from the purchase. A credit or refund of the purchase price paid, less shipping and handling and applicable restocking fees will be given. Unless the product is defective or the return is a direct result of a Wiley error, a restocking fee of 18% may be charged.

To return an ASSET product, contact Wiley and receive a Return Merchandise Authorization (RMA) Number within the return policy period. The ASSET must be shipped in its original packaging, along with any media, documentation, and all other items that were included in the original shipment. The product is shipped at the customer's expense, including the cost to insure the shipment. If the product is not insured the customer accepts the risk of loss or damage during shipment. Upon receipt of the complete returned purchase, Wiley will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.