

CB-Flow Return and Refund Policy

Eligibility: If you are not satisfied with your purchase, you can return it within 30 days of the order date. The product must be in its original condition and packaging.

Process: To initiate a return, contact our customer service team to obtain a return authorization. Once you have the authorization, ship the product back to us at the address provided. You are responsible for the return shipping costs unless the return is due to a defect in quality.

Refunds: Once we receive the returned product, we will inspect it and issue a full refund for the purchase price. Shipping charges are non-refundable unless the return is due to a defect in quality. Orders over 30 days old may be returned at our discretion and may be subject to a 25% restocking fee.

Books by J. Randall: There are no refunds for books purchased. All sales final.

Exceptions: Custom orders and clearance items are not eligible for return.

Contact Information: For any questions or concerns regarding our terms of sale, warranty information, return and refund policy, or privacy notice, please contact us at:

CB-Flow
ATTN: Customer Support
4863 Ennels Road
Hurlock, MD 21643
Email: randy@cbflow.com
Phone: **410-867-8717**

By providing this comprehensive document, we aim to ensure transparency and build trust with our customers, enhancing their overall experience with CB-Flow.