



## TSW Return Policy

All damage and shortage claims should be made within 10 days of delivery. If damaged upon arrival, you have the right to refuse the order. Call an Online Customer Care Specialist at 1-800-447-2334 to report damages and obtain a return authorization number. A copy of the packing slip or the customer receipt must accompany all returns. A refund will be issued to the original form of payment within 5-7 business days of receiving the returned item at our warehouse.