

Warranty Card

We offer 90 days from the date of purchase of manufacture warranty for our products. If there's defective merchandise, you will need a return authorization number that must be obtained prior to returning from customer service at 562-921-8288, or request by fax at 562-921-8388. The R.A. # must be marked clearly on the cartons to ensure proper credit. Merchandise is to be returned by freight prepaid. Returns without R.A. # will be refused by our receiving department. If merchandise returns that is for non-defective goods must be approved and assigned a R.A.#. There is a 20% restocking charge that will be applied and all return freight costs will be the responsibility of the customer. Items must be returned in original resalable packaging and must not have any markings or tags attached. If there are incorrect orders or other problems they must be reported to customer service within 7 days of receipt of merchandise. If we are not notified within that time period, we will assume the order has been accepted as shipped and will not assume responsibility. We highly recommend that the merchandise be inspected upon receipt to determine if there is any damage from shipping, as the carrier assumes responsibility for safe delivery upon pick up from Ore International Inc. If any damage to the cartons for merchandise is found, please obtain the carrier's notation of damaged merchandise and file all claims with the carrier for loss and damage. Cancellation must be in writing and received at least 48 hours prior to shipment. Orders that have already ship and orders of "special" merchandise are non-cancellable.

Contact Information

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Ore International Inc.