



Warranty

EaselAir warrants its products from Defects in Workmanship for a period of 30 days from Date of Receipt. Failure to use the product per the Instruction Sheet voids the warranty. Should you have a warranty issue please fill out the information on our Contact Us page, we will contact you immediately and remedy the situation as fast & smoothly as possible.

Return Policy

If you are not satisfied with our product you can return or exchange the product within 30 days from the original date of receipt as long as the product is in new, resalable condition within its original packaging. All returns require authorization which will be provided upon contacting us. Products returned to EaselAir with missing, altered or damaged parts without prior authorization will be refused and returned at your expense. All products returned for a refund where no defects are found will be charged a 15% restocking fee. Original shipping charges are non-refundable. Return shipping charges are at the customer's expense. In the event your product arrives missing a part or accessory, please contact us immediately. Any refused items or incorrect addresses will be charged freight both ways plus a 15% restocking fee.

Damaged Merchandise

If you receive damaged merchandise contact us immediately using the Contact Us page, we will react immediately. Be sure to also notify the carrier (FedEx, UPS, etc.). EaselAir will arrange for the return shipping on any damaged merchandise.

Refused Shipment

If you refuse a shipment due to damage please inform us immediately. Upon receipt we will inspect for damages, file a claim and ship a replacement to you. If no damages are found a 15% restocking fee will be charged as well as the original & return shipping charges.

Canceled Orders

Once your Order has been placed and sent to our warehouse for processing your Order may not be canceled. Please do not refuse delivery as this will result in shipping, processing, cancellation and restocking fees.

Shipping

We generally ship by UPS or FedEx Ground to destinations within the Continental United States. We may not be able to ship to Hawaii, Alaska or Puerto Rico. We do not ship to APO and FPO's. We will not be held responsible for lost or stolen merchandise once delivered to the address per your Order.

International Shipments, Customs, Duties and Taxes

Customer will be responsible for all shipping charges, customs, duties and taxes. If delivery is refused, it will be the customer's responsibility to pay for return shipping, processing, cancellation and restocking fees. Contact us for an International Shipping quote.

We will quote you shipping rates only, any / all customs, duties and taxes will be customer's responsibility. When shipping with our carriers, shipping labels are marked that any / all customs, duties and taxes will be the responsibility of the recipient upon receipt of product.