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Return Policy

Don't worry, we've got you covered! In the unlikely event that anything goes wrong with your purchase, you're protected by our 30 day return policy and 1 year manufactures warranty

30 Day Money Back Guarantee

How It Works

We're excited about our products and can't wait for you to give them a try. We're sure you'll fall in love with your new purchase, but if you're not satisfied for any reason, simply send it back to us within 30 days and we will gladly refund the product price. Just make sure to get an RMA Number before you do. Details are below!

Products Covered

All CookStop branded products, except those marked as "All Sales Final", are eligible. Products must be in usable and resellable condition. Items damaged due to accident, misuse, abuse or negligence will not be accepted. Any 3rd party products we sell may have different warranty policies, but if so will be clearly marked.

Please note all custom orders, bulk orders or facility orders, are built to order and are **excluded from** the 30 day money back guarantee.

How Long Am I Covered?

Your guarantee starts the day your order is delivered and expires 30 days after that date.

Getting an RMA Number

An RMA (Return Merchandise Authorization) number is required to return your product. We've made it a quick and easy process. You can email support@cookstop.com (the preferred method) or call our Customer Care Center 1(408)929-8808 to request an RMA Number.

Shipping your Return to Us

- **Write your RMA number on the outside of the package.** Since RMA numbers make it easy for us to identify your package and process your return, **packages sent without a visible RMA number may be refused.**
- We recommend adding tracking and insurance to your return shipment. We can't be responsible for packages lost by your shipping carrier, so make sure you're covered. It's cheap and worth it.
- You are responsible for the cost of shipping the product back to us.

Refund Amount & Processing Time

We will refund you the product price, which is the total amount of your order minus shipping and handling costs. Please allow 5 business days from the time we receive your return to process your refund. If we have your email address on file, we will send you an email confirmation when we receive your return and when we refund your order.

Refused Packages

Please do not refuse your order when it is delivered or send your return package back to us as refused. UPS

charges us \$15 USD for any refused shipment in addition to the shipping charge - a fee we must unfortunately pass along to you.

For orders shipped outside of the United States: In the event that you refuse your package or do not pay the duties and taxes, the package is usually returned back to us. If this happens you will be responsible for the return shipping costs and any duties, taxes or other fees. If we must abandon the package due to high return shipping costs, a \$25.00 USD fee will be deducted from your final refund.