

## US Return Policy

### 1. Eligibility for Returns

- Products must be returned within **30 days** of the delivery date.
- Only products purchased directly from the McCue Corporation are eligible for return.
- Products must be in their original packaging, unused, and in the same condition as received.

### 2. Non-Returnable Items

- Custom or special-order products. (such as cut to length bumper and specialty colors)
- Products marked as “Final Sale” or “Non-Returnable” at the time of purchase.
- Damaged or altered products not due to McCue’s error.

### 3. Return Process

- Prior to shipping anything: To initiate a return, contact our Customer Service team at [cservices@mccue.com](mailto:cservices@mccue.com) or call 1-800-800-8503 for assistance completing a [Return Request Form](#) found at [mccue.com/us-return-policy](http://mccue.com/us-return-policy)
- Provide your order number, product details, and reason for return.
- If approved, our team will provide a Return Ticket (aka: RMA) number and return instructions. This number should appear on the return packing list or somewhere on the returned items.
  - Orders that are returned without a ticket number will result in delay in return request processing.

### 4. Shipping

- Customers are responsible for return shipping costs unless the return is due to McCue’s error (e.g., incorrect or defective product).
- We recommend using a trackable shipping service or purchasing shipping insurance. We are not responsible for lost or damaged returns.
  - All returns are shipped to the McCue Corporate distribution center

#### **McCue Corporation**

125 Water St.

Danvers, MA 01923

Attn: Ticket #

### 5. Inspection and Refunds

- Once we receive and inspect the returned product, we will notify you of the approval or rejection of your credit.

- Approved returns will be processed, and a credit will automatically be applied to your account.
- Shipping and handling charges are non-refundable.

#### **6. Restocking Fees**

- A restocking fee of 15% will be applied to all returns, unless the return is due to our error (e.g., incorrect or defective product).
- The restocking fee will be deducted from your credit amount.

#### **7. Exchanges**

- We only replace items if they are defective or damaged. If you need to exchange a product for the same item, contact our Customer Service team.

#### **8. Contact Information**

- For any questions or concerns regarding returns, please contact our Customer Service team at [cservices@mccue.com](mailto:cservices@mccue.com) or call 1-800-800-8503