

# Cancellation Policy

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All orders are automatically processed via our secure merchant processing system and sent for shipment as soon as they are placed. During this process we incur irreversible fees. Therefore, while we understand that orders might need to be changed, we are unable to do it free of charge after a certain point. We strictly adhere to the following returned goods procedure and policy.

# Return Policies & Procedures

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Thank you for shopping with Cogent Solutions Group.

If you are not entirely satisfied with your purchase, we're here to help.

## **Retail Customers**

As a retail customer, if you are not completely satisfied with the product, we offer a 45-day money-back guarantee that applies with valid proof of purchase. Contact the place of purchase for your money-back.

Your item must be in the original packaging and have the receipt or proof of purchase.

## **Wholesale Accounts**

As a wholesale customer:

If you cancel your order **BEFORE** it has been shipped, you will be assessed a 15% cancellation fee before credit is issued.

If you cancel your order **AFTER** it has been shipped, the cancellation will be treated as a return and incur the following charges:

- 15% cancellation fee
- 10% restocking fee
- applicable fees for shipment of returned goods at wholesaler's expense

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment) and you will receive the credit within the timeframe determined by your card issuer's policies.

Orders which are REFUSED AT DELIVERY will incur the following charges

- 15% cancellation fee
- 10% restocking fee
- applicable fees for shipment of returned goods at wholesaler's expense

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment) and you will receive the credit within the timeframe determined by your card issuer's policies.

Ultimately, the burden of proof lies with Cogent Solutions Group, however, if the parcel(s) is signed for and rightful proof of delivery is obtained, cost of goods is the obligation of the vendor.

### **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.

### **Contact Us**

If you have any questions on how to return your item to us, please contact us at 1-888-581-8867 or [csgorders@cogentsolutionsgroup.com](mailto:csgorders@cogentsolutionsgroup.com).