



RETURNS

If you find your new PYROCLAW doesn't meet your expectations, please send the item(s) back to us at the address below and we will be glad to process your request.

Please include your order number (if known) and your full name, with instructions for exchange or refund. Typical turnaround time for returns/exchanges is about 1-2 weeks once we receive the item(s). We will do our best to accommodate your request.

Returns and exchanges may be sent to:

PYROCLAW
6263 E. 36TH ST.
WHITE CLOUD, MI 49349

If the original purchase was made with a credit card, we will credit the credit card for the returned item(s) upon receipt and confirmation of their condition. Items must be in original condition and must be returned within 30 days of purchase. Shipping charges are not refundable.

Return Policy

- Items purchased online or by phone may be returned or exchanged by mail only.
- For a full refund returns must be made with the original receipt and merchandise must be in its original condition.
- Returns by mail without a receipt require an order number, name and address.
- Shipping & Handling fees are non-refundable, unless an item is damaged or defective when received and photos of the damage and the shipping label are provided to PYROCLAW.