



Return and Cancellation Policy

Returns: We strive to ensure you are completely satisfied with your purchase. If you do need to return a part, please note the following guidelines:

1. **Return Eligibility:** To be eligible for a return, items must be in their original condition and packaging. A Health & Safety form may be required. Certain products may have specific return requirements or restrictions, which will be noted at the time of return request. GPM does not guarantee return eligibility. Returns are at the discretion of GPM and will be reviewed on a case-by-case basis.
2. **Restocking Fee:** Returns are subject to a restocking fee. Our parts are manufactured to order and fees will be evaluated based on phase of production, labor hours and material costs. Restocking fees will range from 20%-90% of the purchase price.
3. **Return Process:** To initiate a return, please contact our customer service team at sales@gp-mfg.com with your order details. We will provide you with instructions on how to return your item.
4. **Refunds:** Refunds will be processed once the returned item is received and inspected. The refund will be issued minus the applicable fees.

Cancellations: Orders can be canceled upon request, subject to the following conditions:

1. **Cancellation Requests:** To request a cancellation, please contact our customer service team as soon as possible. We will review your request and determine if the cancellation can be processed. Cancellations are at the discretion of GPM and will be reviewed on a case-by-case basis.
2. **Cancellation Fees:** If a cancellation is approved, a cancellation fee may be applied based on the phase of production, labor hours and material costs. Cancellation fees will range from 20%-90% of the purchase price.

***Warranty Returns/Repairs:** For items still under our 1 year manufactures warranty, please reach out to sales@gp-mfg.com.

Contact Us: For any questions or to start the return or cancellation process, please reach out to our customer service team at sales@gp-mfg.com or at (530) 273-4135.