



Returns and Refunds Policy

While we do not offer product exchanges, we do accept returns under specific conditions. All returns and refunds for non-defective products are subject to a 20% restocking fee, and the customer is responsible for shipping costs both ways. Should the product be determined to be defective, we will provide a warranty repair or replacement, as appropriate.

We accept returns for both defective and non-defective products, with all Leister products covered by a one-year warranty. Please note that special order items are non-returnable, and any warranty becomes void if electronic components have been installed by a technician not certified by Leister.

To initiate a return, prior authorization and an RMA number are required. All returns must be made within 30 days of the original purchase date, and only new, unused items in their original packaging are eligible for return.

This return policy is applicable to customers in the United States only. We do not offer seasonal or holiday-based extensions to the return window; all return requests must fall within the standard 30-day return period.

Once a return is received and inspected, refunds will be processed within 14 days. All transactions, including refunds, are processed in USD (United States Dollar).

Returns must be sent by mail with a valid RMA number. Products can be shipped using standard ground or freight carriers such as FedEx or UPS.

We appreciate your understanding and cooperation in following these guidelines to ensure a smooth return process.