

Return Policy

Products are not eligible for returns or exchanges at any time.

Unmodified defective items may be replaced or refurbished, at our discretion, within 30 days commencing the date you purchased your product. Proof of purchase is required.

Follow these steps to send merchandise by mail:

1. Contact us via email at support@cypress-engineering.com to receive your Return Authorization Number (RA Number). A Returns Specialist will contact you within 72 hours and provide you with an RA Number and the shipping address.
2. Package your return item(s) safely and securely; using the same package it came in, if possible.
3. Indicate the reason for your return, the nature of any defect, and the RA Number on your packing slip. On the outside of the package, write the RA Number clearly. Any package received without the RA Number on the outside of the package will be refused.
4. We recommend that you send returned items via a traceable carrier. We are not responsible for lost or damaged returns. We are not liable for shipping charges. Please allow six (6) to eight (8) weeks to receive the replacement or refurbished item(s).