



EFFECT PEDALS & AMP POLICY

PREORDERS

Preorders are used to pay for all the parts and labour in order to fulfill the orders. Our policy is no refunds on preorder product runs.

RETURNS

Our policy is within 5 days after receipt of product. There is a 25% re-stocking fee and none of the shipping, customs duties, or brokerage fees are included. If 5 days have gone by since you received your purchase, unfortunately we can't offer you a refund. To be eligible for a return, your item must be in the same condition that you received it. It must also be in the original packaging and all original contents. Missing items will subtract from the refund amount. To complete your return, we require a receipt or proof of purchase and RMA# issued by us.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 business days. Please note that there is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at mike@fortinamps.com. Custom made unique items are not subject to a refund.

EXCHANGES

We only replace items if they are defective and at our discretion. Send us an email at mike@fortinamps.com, an RMA# will be given to return your item to a specified address. Exchanges will be sent to the same address as the original order.

WARRANTY

We only repair items if they are defective and to the ORIGINAL purchaser 1 year from the date of purchase. If you need to obtain repair for the item, send us an email at mike@fortinamps.com, an RMA# will be given to send your item to a specified address. Repairs will be sent to the same address as the original order. All other repairs will be billed at a specified per hour rate with a maximum one hour bench time plus all shipping costs. Rates are dependent on type of product and model. You must obtain a RMA# from Fortin Amplification and then mail product to a specified address. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping and the original shipping amount will not be included in your refund. Depending on where you live, the time it may take for your product to reach you, may vary. Shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.