

Terms of Use Policy

Product Description/Returns:

Our attempt is to describe the items offered on the site as accurately as possible; however, we do not warrant that the descriptions or other content on the site are accurate, complete, reliable, current or error-free. Purchases made through the site are subject to the returns policy which states that if you are not satisfied with your purchase within 30 days of receipt of your order, simply call us at 1-800-783-7483 to arrange an exchange or refund in form of credit to your account. This does not apply to special orders which are not returnable. All returned merchandise, which is not defective, will be assessed a 15% restocking fee. (See Returns for further details).

Note that, although we attempt to provide descriptive visual aid by which to make your product selection, use the product descriptions to make your product selections the most accurate. Our manufacturers provide images that may only represent groups of items and may not exactly be visible in the precise color or identical shape. Certain computer equipment will affect image quality.

Pricing Errors

If the price you pay for an item is obviously incorrect, regardless of whether it is an error in a price posted on this Site or otherwise communicated to you, Crest Fasteners reserves the right, at our sole discretion, to cancel your order and refund to you the amount that you paid. This policy will apply regardless of how the error occurred.

Return Policy

If for some reason you are not satisfied with your order, call or e-mail for prior approval (RMA Number) before returning any items (info@crestfasteners.com). No returns will be accepted without prior approval. Customer pays for return shipping. Credit will be given after product is inspected. All Returned merchandise must have the following to qualify for credit:

- Parts must be in original packaging and be unused.
- Must be returned within 30 days of Ship date from Crest Fasteners warehouses.
- RMA is referenced.
- Parts must be returned to the correct warehouse location, which is referenced in the RMA

Fasteners sold for resale (Fastener Resellers) carry a 30 day return maximum. A flat 30% restocking fee applies. Parts that are returned outside of the above stated return policy, after 30 days or not in original packaging, are handled on a per case basis. These cases are subject to restocking fees ranging from 20% to 60%.

Refused Shipments

All Refused shipments will be automatically charged freight for each direction. Orders that were shipped freight free will be charged the same rate as if the order were shipped with full freight.

Waiver and limitation of liability

CREST FASTENERS INC. HAS PRICED ITS PRODUCTS UPON THE UNDERSTANDING, AND YOU HEREBY ACKNOWLEDGE THE UNDERSTANDING, THAT CREST FASTENERS INC. WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY FORM OF CONSEQUENTIAL, INCIDENTAL, STATUTORY, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES OF WHATEVER KIND OR TYPE ARISING FROM ANY TYPE OF COMMERCIAL, BUSINESS, ENVIRONMENTAL, TORT, WARRANTY, CONTRACT, STRICT LIABILITY OR OTHER CAUSES ARISING DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH ANY PRODUCT AND/OR ITS

USE, EXCEPT CONSEQUENTIAL DAMAGES FOR ANY INJURY TO A PERSON IN THE CASE OF PRODUCTS PURCHASED FOR CONSUMER USE AS DEFINED BY 15 US C. 2301.

Observe any and all label warnings and heed the safeguards that are set forth by the manufacturer of goods purchased.

YOU AGREE NOT TO JOIN IN ANY LAWSUIT WITH ANOTHER PERSON OR SERVE AS A CLASS REPRESENTATIVE OF ANY CLASS ACTION LAWSUIT AGAINST ALL SAFETY SUPPLIES ARISING OUT OF YOUR PURCHASE OR USE OF PRODUCTS ORDERED VIA THE SITE.

Indemnification

YOU AGREE TO DEFEND, INDEMNIFY AND HOLD COMPLETELY HARMLESS CREST FASTENERS INC. FROM AND AGAINST ANY AND ALL CLAIMS, DAMAGES, COSTS, AND EXPENSES, INCLUDING ATTORNEYS FEES, ARISING FROM OR RELATED TO YOUR USE OF ANY ITEMS PURCHASED VIA THE SITE.