

# Return Policies

## General Guidelines

In the case of any return, customers are required to notify The Edge Pro and Nebraska Blades of all returns within 30 days of the original purchase to receive any refund. Customers are responsible for contacting The Edge Pro / Nebraska Blades before shipping the product back to ensure eligibility for a return.

Proof of purchase will be required for any return to be accepted. No returns will be accepted without proof of purchase. Customers are required to provide proof of purchase before returning a product and should not mail in a return without first contacting The Edge Pro / Nebraska Blades to confirm it eligibility.

The Edge Pro / Nebraska Blades is not responsible for the lack of urgency on behalf of the customer. If The Edge Pro / Nebraska Blades is not contacted by the customer in a timely manner and the warrantee expires or the purchase and return are past 30 days it is at the fault of the customer and The Edge Pro / Nebraska Blades is not obligated to do anything further.

## Products Covered Under a Factory Warranty

Products with a factory warranty must go back to the factory for the warranty. Returns for factory warranty will not be accepted and should be sent to the manufacturer for compensation as requested by the respective manufacturer.

\*The Edge Pro is a factory warranty center for Oster Professional and Oster Animal Divisions and will accept and repair products covered under factory warranty for items with proof of warranty.

\*\*The Edge Pro is a factory authorized repair center for Andis but not for warranty products, all Andis warranty products are to be sent to Andis.

\*\*\*PLEASE NOTE: each manufacturer has their own warranty process and the end user is responsible for complying with that warranty process.

\*\*\*\*Any work done to a product under a factory warranty outside of the parameters of the warranty by any unauthorized individual will void the factory warranty and any further repairs will be at the expense of the owner.

## Purchased by Mistake / Dissatisfaction / Defective Non-Warranty Items

Products purchased by mistake may be returned within 30 days in **new, unopened, and unused condition**. Items returned after being opened or used will not be accepted. Items returned that are not re-sellable as new will not be accepted.

Products that are found to be defective or dissatisfying to the end user may be returned on a case by case basis only after the customer has attempted to contact The Edge Pro / Nebraska Blades about the issue within 30 day of the original purchase.

In the case of a product that functions correctly but is not satisfactory to the end user, this is an issue between the manufacturer and end user; not The Edge Pro / Nebraska Blades. All customers should do their due diligence to be informed about the quality of the products prior to their purchase.

\*This has only the exception with products manufactured and distributed as Nebraska Blades and The Edge Pro original products.

\*\*Any dissatisfaction with products manufactured by Nebraska Blades or The Edge Pro will be dealt with on a case by case basis. In these situations, we ask the customer contact us as soon as an issue arises for the quickest possible resolution to any discrepancies.

\*\*\* Products from other manufactures are subject to that company's own quality control processes and all dissatisfaction should be directed to the respective company.

Parts installed improperly causing a malfunction, defect, or fault of the said part or other parts is the fault of the installer and not the distributor. It is in the best interest of the installer to know what they

are doing before installing any new products and The Edge Pro / Nebraska Blades is not liable for any damages to the product.

### **The Return Process**

1. Determine if the product you have purchased is covered under any factory warranty.
  - a. If yes, then follow the respective factory warranty guidelines and contact the factory directly.

\*If this is an Oster Professional or Oster Animal Division product under warranty you may contact The Edge Pro / Nebraska Blades for warranty service as specified in the warranty information.
  - b. If no, contact The Edge Pro / Nebraska Blades to determine if it qualifies for an eligible return based on the above policies.

\*Not everything qualifies for an eligible return
  
2. Once The Edge Pro / Nebraska Blades has authorized the return you mail address and ship to:

ATTN. Returns Department  
The Edge Pro / Nebraska Blades  
1163 SW Ordnance RD  
Ankeny IA 50023

\*The sender of the return package is responsible for the shipment and checking the tracking information.

\*\*The sender of the return package is responsible for following up on the package within 15 days of its delivery to The Edge Pro / Nebraska Blades.

3. After the returned product has been delivered to The Edge Pro / Nebraska Blades please allow up to five business days to process and be contacted.

Products returned outside of these guidelines **will not be accepted**. The Edge Pro / Nebraska Blades is not obligated to accept any return that has not been pre-approved.

### **Further Question**

All further questions should be asked directly to The Edge Pro / Nebraska Blades

Toll free: 866-963-1990

Email: [service@theedgepro.com](mailto:service@theedgepro.com)