

Our Return Policy

Return Policy You may exchange or return product for a refund (excluding shipping and handling charges) within 30 days of purchase. All items must be in new, unused, untested condition. Items tested in any manner are not returnable. If you are returning an item in which we paid the shipping/handling charge you will be responsible for the outbound shipping charge that we, as the shipper, incurred to have your order delivered. This amount will be deducted from your refund. If you do return an item that has been used and is not in resalable condition, the customer will be charged a cleaning fee of up to 50%, depending on how much labor and time is involved in cleaning the item. If any item is damaged, we will deduct the cost of that item from the refund. The following items are not returnable; special orders, pond liner, liner underlay, tubing, books, aquatic plants, liquids, fish food and plant food. Every return requires a return authorization number (RA) from us.

Return Procedures Every return requires a return authorization number (RA) from us. All Returns require this authorization number. Please note that an RA# does not guarantee a refund. All returns are subject to inspection by us. All exchanged/returned merchandise must be in original factory condition, including all packaging materials, manuals, warranty cards (not filled-out) and all accessories. Please do not tape or write anything on the item or the package! We reserve the right to charge you for replacement of damaged, altered, missing, written-on or taped-on contents or cartons. We reserve the right to refuse any such returns. Pack the products into a shipping box with plenty of packing material, and tape securely. Write the RA# issued by Customer Service clearly on the outside of the shipping box. Any merchandise returned to us unauthorized will be refused. Please ship your parcel back to us freight prepaid via UPS or Fedex Ground Service "Insured". Sorry, we cannot accept COD or freight-collect shipments as well as shipments via US Postal Service. We are not responsible for shipping cost(s) incurred on any products(s), no matter the reason for the return.

Please inspect your order immediately and notify us right away if there is any damage to your merchandise.

No refunds on custom orders, no refunds on special orders, any item that is not in our stock (i.e.aerators and nozzles).

No refunds on any sewage pump that has been used.

All returns must be authorized and customer must write the return number on the package or the return will not be accepted.

All regular returns will be charged a 15% restocking fee.

All cancelled orders and returns will be charged a 6% credit card processing fee on top of the restocking fee.

All items returned must be in salable condition for a full refund, shipping is not refundable.

Please contact us.

1-786-615-8984

Product Warranty

All warranty issues are handled by the manufacturer of the product.

Limited warranties are specific for each manufacturer. Please read warranty information before operating your pump, fountain or pond product. All warranties are void when the product is tampered with or misused in any way, (i.e. cutting the cord).

You may contact us for information about warranties, where to send the product and how to proceed with a claim, however all warranty instructions are shipped with every product.

3750 NW 114 ave. #6
Doral, Florida, 33178 , United States
Phone: +1 (786) 615 8984
Fax: +1 (786) 615 7043
Alt: +1 (786) 452 9775
Email: info@golpumps.com