



Seneca Dairy Systems, LLC

3236 Hoster Road Seneca Falls, New York 13148

Phone: (315) 712-0118 Fax: (315) 712-0108

Return Policy

Our goal at Seneca is to provide our customers with the highest quality products at a fair and reasonable price. We strive to make every item we fabricate perfect; every time. In the unlikely event you receive a Seneca product that is defective or doesn't meet Seneca's high standards, we will replace, repair or refund the item 100%.

Seneca will also honor returns on items that were over purchased or purchased in error in accordance with the following guidelines:

1. All returned items **MUST** be matched to an original invoice/order with NO EXCEPTIONS.
2. All returns must be made within 90 days of the date of the original purchase.
3. Items to be returned must be in their original purchase condition.
(un-used and in its original packaging, clean and free of manure or bird droppings, etc.)
4. Credit will only be applied to the account from which it was purchased or presented to the original purchaser.
5. Individual items that were purchased as part of a kit or package will not be credited at full retail if the complete kit or package is not returned as a whole.
6. In most cases there will be a 7-10 day period from the time an item is returned to the time a credit is issued. Since Seneca offers volume and packaging discounts, this time will allow us to review each account individually so that we can determine the highest credit return for the customer. We appreciate your patience.
7. **Some items are not eligible for a return for credit and thus, all sales are final on these items.** These items include, but are not limited to; any item not currently listed as a common or stock item such as custom bent free stall loops, etc., scrap or surplus steel, any cut or partial item such as partial lengths of steel, curtain fabric, alley matt, wire, etc. or any special order or custom made items.
8. All returns, other than manufacture defects, are subject to a 25% restocking fee.

Seneca will have the final decision on all returns and reserves the right to refuse a return for, but not limited to, any of the above reasons.