

Return & Shipping Policy

Fremont Sweeper Center LLC

1. Authorization Required

All returns and exchanges must be pre-authorized. Customers must provide photos of the item and original packaging for approval. Unauthorized returns may be refused or returned at the customer's expense.

2. Standard Return Window

For eligible items, we offer a 14-day return window from the date of purchase or delivery.

Returned items must be:

- Unused and in like-new condition
- In original packaging with all accessories

We do not issue cash or original-payment refunds. Approved returns are eligible for a one-time exchange or store credit only. A restocking fee may apply.

Items showing use, wear, installation, or damage are not eligible for return.

3. Special Order & Commercial Equipment (Final Sale)

Special order items and designated commercial equipment are final sale and cannot be canceled, returned, refunded, or exchanged once an order is placed.

Any item not regularly stocked may be treated as a special order at our discretion. Product pages may specifically designate items as Final Sale or Non-Returnable.

4. Drop-Shipped Items

Certain products ship directly from the manufacturer. These items are subject to the same special order and final sale terms unless otherwise stated on the product page.

5. Shipping Damage & Inspection Policy

All shipments must be inspected immediately upon delivery.

Freight Deliveries (LTL / Palletized Commercial Equipment)

- Customers must inspect freight before signing the delivery receipt.
- Any visible damage must be noted on the delivery receipt at the time of delivery.
- Failure to document damage at delivery may void carrier liability and may result in denial of the claim.

Parcel Shipments (UPS / FedEx / USPS)

- Any shipping damage must be reported to Fremont Sweeper Center within 48 hours of delivery.
- Photos of the item and all packaging materials are required.
- All original packaging must be retained for carrier inspection.

Shipping damage claims are coordinated with the manufacturer and/or carrier at our discretion. Failure to follow inspection and reporting requirements may limit or eliminate available remedies.

6. Defective Items (Non-Shipping Related)

If a product is defective (not shipping damage), it must be reported with photos within 14 days of delivery. Fremont Sweeper Center may, at its discretion, repair, replace, or exchange the item.

7. Shipping Responsibility

Customers are responsible for return shipping unless the item is confirmed defective or damaged upon arrival. We strongly recommend tracked and insured shipping. Items damaged in transit without proper documentation or coverage may be the customer's responsibility for repair or replacement.

8. Legal Notice

This policy does not override any rights provided under applicable state or federal law.