

Pyromania Store Return Policy

We know that sometimes things don't work out or you may change your mind. We can honor a 100% refund if your product is cancelled within 24 hours. It's important to contact us in writing as soon as possible when trying to cancel an order. Orders canceled after items have produced or shipped will follow our 30 Day Return policy and will be subject to return shipping costs. You will be accountable for any shipping costs and a 3% processing fee on credit card transactions, as well as any applicable restocking fees.

We allow returns of unused units (in as new condition) within 30 days of delivery. "as new" means that the items you ordered must not show any visual signs of use. If items are returned with visual signs of use, or have any issues due to use will not be accepted and no refund will be given. If you attempt to return an item without a return authorization (including refusing delivery), past 30 days or in unacceptable condition, the item will be refused or shipped back to you at your cost; if we choose to accept the return, additional fees will apply.

- Returns must contain all original packaging and accessories.
- Order number must be provided as proof of purchase.
- A Return Merchant Authorization Number (RMA#) must be requested from us before items may be shipped back to our facility. Place the RMA# on the outside of the box, adjacent or on the shipping label. The RMA# is valid for 15 days.
- Refund will be issued within 15 days after receiving goods, less a 15% restocking fee. If during the inspection process, it is discovered that significant parts are missing, those pieces will be itemized and possibly deducted from the credit.

Orders with missing pieces or defects will fall under the terms and conditions of warranty.

Customer satisfaction is very important to us and our Customer Services Support Team is here to assist you. To return an eligible item to Pyromania Inc, please send an email to sales@pyromaniafire.com within 30 days of delivery.

Please keep in mind that items that are made-to-order are final sale unless stated otherwise.