



Return and Warranty Policy

GUARANTEE ONE YEAR UNOPENED

1. Check your order carefully, some items are very small and can get lost in the packaging material. Notify us (1-888-356-7659) immediately about any missing items.
2. Material damaged by freezing will not be replaced unless it was frozen in transit. **You must notify us within 24 hours of delivery** if a freeze indicator has been activated. Orders shipped without signature required at request of customer will not be replaced for freezing or loss in transit if shipping company shows it was delivered. You are responsible for the safe storage of freeze sensitive materials.
3. All returns require a return authorization number (RA #) from Stewart Systems
4. Returns of **dry goods** will incur a 15% restocking charge and must be shipped prepaid to our facility.
5. Any items not in "NEW" condition may not be returned for credit.
6. No returns except for defective product after 90 days from date of sale.
7. No returns on primer or paint after 30 days.
8. No returns on special order or custom color match items.
9. No returns of product due to inability to properly apply product due to failure to follow recommended procedures and proper use of suggested equipment.
10. **All primers and paint returned for warranty within ONE year of purchase are subject to our inspection and testing to verify quality before a credit will be applied. We must be able to duplicate the problem in question to verify it's not related to equipment, application, or improper storage of the product.**
11. For maximum shelf life store primers and paints between 50 and 80 degrees Fahrenheit. Do not flip cans & store upside down. Periodically open and stir contents.
12. **See reverse side for product specific restocking fees.**



Restocking Item	Restocking Fee	Conditions
<i>Dry Goods</i>	15%	<i>Unopened and within 90 days</i>
<i>EkoEtch</i>	20%	<i>Unopened and within 90 days</i>
<i>EkoClean</i>	20%	<i>Unopened and within 90 days</i>
<i>EkoBond</i>	20%	<i>Unopened and within 30 days</i>
<i>EkoFill</i>	20%	<i>Unopened and within 30 days</i>
<i>EkoPrime</i>	20%	<i>Unopened and within 30 days</i>
<i>EkoPoxy</i>	20%	<i>Unopened and within 30 days</i>
<i>EkoPolyPremium</i>	50%	<i>Unopened and within 30 days</i>
<i>EkoCrylic</i>	50%	<i>Unopened and within 30 days</i>
<i>Flattener</i>	20%	<i>Unopened and within 30 days</i>
<i>Evershield</i>	<i>No>Returns</i>	
<i>Catalyst</i>	<i>No>Returns</i>	
<i>EkoStrip</i>	20%	<i>Unopened and within 90 days</i>
<i>ProPolish</i>	<i>No>Returns</i>	
<i>Wood Sealer</i>	20%	<i>Unopened and within 30 days</i>
<i>Sample Kit</i>	<i>No>Returns</i>	
<i>Repair Kit</i>	<i>No>Returns</i>	

*Stewart Systems paint is glossy. If matching other paints, overtime you will see a difference as those paints begin to fade.

Check our website www.stewartsystems.aero for our FAQ page, and user forums.