

GASSER CHAIR PARTS RETURN POLICY

At Gasser Chair, we believe our products should meet your highest expectations, and our service should reflect the same level of quality as our seating. If you need to return your order for any reason, we make it easy. Please follow the steps below:

Return Period:

All returns or exchanges must be made within 60 days of receiving your order and must include a valid Return Material Authorization (RMA) number.

Requesting an RMA:

To obtain an RMA number, please contact Customer Service at 1-800-323-2234 between 8:00 a.m. – 5:00 p.m. EST, Monday through Friday.

Returns without an RMA may experience delays in processing and crediting.

All refunds will be issued to the original payment method, minus a 20% restocking fee.

For orders paid by check or money order, refunds will be issued by check payable to the “Order By” name.

Shipping and handling charges are non-refundable.

Labeling the Return:

Please include the RMA number clearly on your return label.

Shipping Your Return:

We recommend using a tracked shipping method for all returns to ensure safe delivery.