

Shipping Policy

Rola-Chem Corporation uses UPS Ground as our standard shipping method. Shipping rates are calculated based on the shipping option you select, the weight of the products ordered, and your location. Orders are shipped within three days of receipt of your order unless the parts are not in stock. **For all cancellations, returns, and/or refunds, please contact customer service at 800-549-4473, or info@specialtymfg.com**

Warranty Policies

Rola-Chem Corporation warrants its products delivered to the original consumer/purchaser to be free from defects in material and workmanship, under the intended normal use as described in the operating instructions enclosed in each product, for a period of one year from the date of purchase.

During the warranty period Rola-Chem Corporation agrees to repair, or, at its own option, replace the unit or any part of it without charge for labor or parts. **This warranty shall not apply if the unit is subjected to misuse, neglect, or accident. DO NOT RETURN THIS PRODUCT TO THE STORE.** For warranty claims please call Rola-Chem Corporation at 800-549-4473 and ask for the customer service department.

The Specialty Mfg. Co. flow control products are carefully inspected for manufacturing defects; however, it is not always possible to detect hidden defects. Said products are warranted only to the extent that Seller will replace without charge, products proved to have manufacturing defects within 6 months of the date of delivery thereof and provided Seller has been given an opportunity to inspect the product alleged to be defective and the installation or use thereof. NO WARRANTY IS INCLUDED AGAINST ANY EXPENSE FOR REMOVAL, REINSTALLATION OR OTHER CONSEQUENTIAL DAMAGES ARISING FROM ANY DEFECT. THIS WARRANTY IS THE SOLE WARRANTY OF MANUFACTURER AND ANY OTHER WARRANTIES EXPRESS, IMPLIED IN LAW OR IMPLIED IN FACT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE, ARE HEREBY SPECIFICALLY EXCLUDED.