

Return Policy

Last updated: August 11th, 2023

Please read these Terms of Use ("Terms", "Terms of Use") carefully before using the <http://members.fcfilters.com> website (the "Service") operated by Filtration Concepts ("us", "we", or "our").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users, and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

Thank you for choosing Filtration Concepts for your HVAC supply filter needs. We understand that sometimes returns are necessary and we strive to make the process as smooth as possible for our customers.

Our return policy is as follows:

1. Filtration Concepts accepts returns within 30 days of the delivery date.
2. Customers are responsible for the shipping costs associated with returning the item(s).
3. There is a 60% credit issued for all returned items. This includes the restocking fee and labor required to manage the returned filters back into inventory and/or determine if the returned filters can be reused.
4. Refunds will be issued within 7-10 business days of receiving the returned item(s).

Please note that custom filter sizes and special orders are non-returnable.

If you have any questions or concerns about our return policy, please do not hesitate to contact us. We appreciate your business and look forward to serving your HVAC filter needs.