startex

Returns, Cancellations & Freight Damage Policy

Startex Industries, Inc. · Last updated November 24, 2026

This policy is part of the Startex Terms and Conditions of Sale. Product defects are covered by the Startex Warranty Policy at startexind.com/warranty.

Returns

- Every return needs a Startex return authorization (RMA) number. Returns sent without one will be refused and returned to the sender.
- Request an RMA within 30 days of delivery by contacting your Startex sales representative.
- Special-order, custom and non-stock items (including non-stock shades), ceramic lamps, and overstock, closeout and “Final Sale” items cannot be returned.
- A 25% restocking fee applies to all returns and is deducted from the credit.
- Return freight is paid by the customer. If a Startex-arranged carrier is used for the return, its charge is deducted from the credit.
- Only undamaged items in undamaged original Startex packaging are credited. Damaged items are discarded and no credit is given for them.
- Credit is issued after the return is received and inspected, as a credit to the customer’s account or a refund to the original payment method.

Cancellations

- Orders for stocked items may be cancelled at any time before shipment without charge.
- An order held for a later ship date at the customer’s request and cancelled more than 30 days after it was placed is subject to a cancellation fee of 25% of the order value, which Startex may retain from the deposit.
- Special-order, custom and non-stock items cannot be cancelled once ordered.
- To cancel, contact your Startex sales representative or orders@startexind.com with the order number.

Freight Damage

- Inspect every shipment when it arrives. Note any visible damage on the carrier’s delivery receipt before signing, and photograph the packaging and the product.
- Report damage to Startex within 5 business days of delivery, with the original PO number, photos of the damaged items and packaging, and the quantity and SKUs of the damaged items.
- Do not install damaged product.
- Shipments on a Startex-arranged carrier are eligible for a no-cost replacement of damaged items. Only one freight claim can be filed per shipment.

- When the customer's own carrier is used or the order is picked up, Startex cannot accept freight damage claims; responsibility for claims passes to the customer at pickup or carrier handoff.

Pickup and Storage (Customer's Carrier)

- Orders must be picked up within 5 business days of the date of Startex's ready-for-pickup email.
- Orders not picked up by then are charged storage of $3.00 per 100 lb per day, with a $45 minimum, unless Startex authorizes otherwise in writing.

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