



CDM Hardware Return Policy

Document Notice: This document reflects the CDM Hardware Return Policy as of July 26, 2026. This copy is provided for informational purposes only. The current version of the Return Policy is maintained at <https://cdmhardware.com/return-policy/>. In the event of any discrepancy, the version published on the website shall govern.

1. Eligibility for Returns:

1.1. Return Eligibility: Only products purchased directly from CDM Hardware are eligible for return.

1.2. Return Timeframe: Products must be returned within 30 days of the invoice date. Approved Return Authorizations (RAs) remain valid for 45 days from the date they are issued. Please refer to your original purchase receipt or contact our [Customer Service team](#) with any questions.

1.3. Product Condition: We kindly ask that products be returned in their original condition to ensure a smooth refund process:

- Not treated with any cleaner, solvent, abrasive material, or similar products
- Unused and uninstalled
- Returned in the original, unmarked packaging
- Accompanied by all accessories
- Placed in a separate shipping box

Any damaged or unusable product will be shipped back to the sender at the sender's expense.

1.4. Non-Returnable Products: Several types of goods are exempt from return, including custom orders and made-to-order items. For example, products from specific manufacturers or brands, such as Armac Martin, may not be eligible for return. Please contact us before purchasing if you are unsure whether your item qualifies.

1.5. Proof of Purchase: Completing your return requires a receipt or other proof of purchase.

1.6. Product Selection: Customers are responsible for reviewing product specifications, finish characteristics, dimensions, manufacturer literature, and warranty information before placing an order. Our team is happy to answer questions and provide guidance to help ensure the selected product meets your expectations.

2. Return Process:

2.1. Return Authorization: To return your product, please contact our Customer Service team at cs@cdmhardware.com to obtain a Return Authorization (RA) and detailed instructions for returning your order.

2.2. Proper Packaging: Customers are responsible for ensuring that returned products are adequately packaged to prevent damage during transit. We recommend using protective materials such as bubble wrap, foam, or other cushioning materials. Please also use a reputable shipping service and obtain a tracking number for your records.

2.3. Shipping Costs: Customers are responsible for any shipping or handling fees associated with a return unless the return is due to an error on our part, a defective product, or an item damaged in transit. Please do not return your purchase directly to the manufacturer unless instructed to do so by CDM Hardware.

2.4. Shipping Insurance: If your return is valued at more than \$75, we recommend using a trackable shipping service or purchasing shipping insurance. CDM Hardware does not guarantee receipt of returned items.

3. Refunds and Credits:

3.1. Return Inspection: Once returned products are received and inspected, we will notify you by email that we have received your return and advise you whether your refund has been approved or rejected.

3.2. Refund Processing: If your refund is approved, it will be processed, and a credit will automatically be applied to your credit card or original payment method within the processing timeframe established by your financial institution.

3.3. Non-Refundable Shipping Charges: Any shipping or handling fees associated with the original purchase are non-refundable unless the product is defective, the return is due to an error on our part, or the product was damaged in transit.

3.4. Restocking Fees: Restocking fees are determined by the manufacturer's return policy and vary by product. Most returns are subject to a minimum 25% restocking fee. Certain manufacturers may require higher restocking fees or prohibit returns entirely.

Restocking fees help cover the cost of inspecting and processing returned products. Non-stock, custom, and made-to-order products may be subject to higher restocking fees of up to 75% or may not be eligible for return. Return eligibility and restocking fees vary by manufacturer. Please contact our [Customer Service team](#) to verify a specific manufacturer's return policy before initiating a return.

3.5. Partial Refunds: In certain situations, partial refunds may be granted, including:

- Any item not in its original condition, damaged, or missing parts for reasons not due to our error.
- Any item returned more than 60 days after purchase.

Disclaimer: Partial refunds are not guaranteed and are granted solely at the discretion of CDM Hardware based on the condition of the returned product and the circumstances surrounding the return.

4. Damaged or Defective Products:

4.1. Warranty Claims: Warranty claims and returns for defective products will be processed in accordance with the applicable manufacturer's policies.

Products are warranted solely by their respective manufacturers and are subject to each manufacturer's published warranty terms, conditions, limitations, and exclusions. CDM Hardware acts as an authorized dealer and facilitates warranty claims in accordance with the manufacturer's warranty process. Final warranty determinations are made by the manufacturer.

4.1.1. Bronze and Brass Finishes: All bronze and brass finishes are designed to develop a natural patina over time through normal handling, exposure to air, moisture, oils from the skin, cleaning products, and environmental conditions. The rate and appearance of this natural aging process will vary depending on the finish, environment, and frequency of use.

These changes are expected characteristics of bronze and brass finishes and are not considered manufacturing defects. Natural aging, color variation, darkening, lightening, spotting, wear, or other patina development are not covered under the applicable manufacturer's warranty unless expressly stated otherwise by the manufacturer.

Customers are responsible for reviewing product information regarding finish characteristics before placing an order. If you have questions about how a particular finish will age or perform over time, please contact our [Customer Service team](#) before placing your order.

4.2. Exchanges: We only replace items if they are determined to be defective or damaged

under the applicable manufacturer's warranty. If you need to exchange your item for the same product, please contact our [Customer Service team](#) within 30 days of receiving the product for further instructions.

5. Late or Missing Refunds:

5.1. Check Your Account: If you haven't received a refund, please recheck your bank account, as refunds may take some time to post officially.

5.2. Contact Your Credit Card Company: Additional processing time may occur before your refund is posted.

5.3. Contact Your Bank: Refund processing times vary depending on your financial institution.

5.4. Refund Assistance: If you've completed the steps above and still have not received your refund, please contact our [Customer Service team](#) for further assistance.

6. Sale Items:

6.1. Sale Items: Only regular priced items may be refunded. Unfortunately, sale or discounted items cannot be refunded unless they are defective or the error was on our part.

7. Gift Returns:

7.1. Gift Credit: If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

7.2. Refund to Gift Giver: If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will issue the refund to the gift giver, and they will be informed of your return.

8. Shipping and Handling:

8.1. Return Shipping Costs: Customers are responsible for paying shipping costs associated with returning items unless the product is defective, the return is due to an error on our part, or the item was damaged in transit. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping may be deducted from your refund.

8.2. Delivery Times: Depending on your location, the time it may take for your exchanged product to reach you may vary.

8.3. Shipping Insurance: If returning an item valued at more than \$75, we recommend using a trackable shipping service or purchasing shipping insurance to help ensure the safe return of your product.

9. Additional Information:

9.1. Customer Acknowledgments: Certain products, finishes, and manufacturers may require additional customer acknowledgment before an order is placed. These acknowledgments are intended to ensure customers understand product characteristics, manufacturer warranties, return eligibility, and any applicable limitations.

9.2. Right to Refuse Returns: CDM Hardware reserves the right to refuse returns that do not meet the above guidelines or otherwise violate this Return Policy.

9.3. Questions: If you have any questions regarding this Return Policy or need assistance with a return, please contact our [Customer Service team](#).

Thank you for choosing CDM Hardware.

CDM Hardware

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