

Returns and Refunds Policy

Thank you for shopping at Hancock Grills.

If you are not entirely satisfied with your purchase, we're here to help.

Our products can be returned within 15 days of the original purchase of the product for a refund.

To be eligible for a return, please make sure that:

- The product was purchased in the last 15 days

- The product is in its original packaging

- The product isn't used, assembled or damaged

- You obtained a Return Merchandise Authorization (RMA) number from us

Products that do not meet these criteria will not be considered for return.

To obtain a Return Merchandise Authorization (RMA) number, please contact us:

- By email: info@hancockgrills.com

Send the product with its original packing and the RMA number for refund, to the address provided by us.

Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable.

You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from Hancock Grills.

Damaged items

If you received a damaged product, please notify us immediately for assistance.

Sale items

Sale items can be refunded.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: info@hancockgrills.com