

Neschen Americas

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Dear Valued Customer,

Neschen Americas does its best to ensure your satisfaction with every SEAL and Neschen brand purchase. However, should an item fall short of your expectations, we offer our 100% Customer Satisfaction Guarantee.

This commitment streamlines our RMA and credit processes, making them user friendly and worry free for each of the following areas: quality defects, freight damage, general customer satisfaction returns and, most importantly, credit adjustments on your account. Please refer to the enclosed 100% Customer Satisfaction Guarantee Policy Document for the details and guidelines.

By setting expectations and guidelines, we will eliminate the frustrations associated with the return policy in the past. Through these efforts we hope to strengthen our partnership with you, our customers.

If you have any questions regarding the new 100% Satisfaction Guarantee please contact Customer Service at 1-800-257-7325 or email us at info@neschenamericas.com.

Best regards,



Ken Ferrigno
Senior Vice President – Sales and Marketing