HPI Return Policy

Any claims for damaged products, shortages, or receiving the wrong product must be made within seven business days. Please contact customer service within this time frame to arrange for a return.

All sales of special order items are final. We do not accept returns of items we do not stock. Your customer service representative will inform you which items are returnable. (Non-stocked items can include but are not limited to: custom key #'s, master keyed items, keyed alike items, etc.)

Hodge Products, Inc. accepts returns on all stocked items within 30 days for a full refund. Items must be in original packaging and in working order. Any stocked items returned after 30 days will be subject to a 25% restocking fee.

To return the item you may do any of the following :

Contact us via email at: help@masterlocks.com

By phone, toll free at: 1.800.778.2217

Or by mail at: HPI, 1410 Hill Street El cajon, CA 92020

Please include the following information:

Your order number.

The item number and quantity of the product you wish to return.

The reason for your return.

Was the item used or not.

Please include the number of boxes and weights if possible.

HPI will reply either via email or phone with a return authorization number and shipping instructions for you. Once our warehouse has received the item and processed your return, your credit will be processed. HPI will pay for return shipping only for products shipped to you in error or that were received defective. All warranty issues must be directed to the manufacturer. For manufacturer's contact information please contact our customer service department at: 1.800.778.2217.