

EU Return Policy

1. Eligibility for Returns

- Products must be returned within **30 days** of the delivery date.
- Only products purchased directly from the McCue Corporation are eligible for return.
- Products must be in their original packaging, unused, and in the same condition as received.

2. Non-Returnable Items

- Custom or special-order products. (such as cut to length bumper and specialty colors)
- Products marked as “Final Sale” or “Non-Returnable” at the time of purchase.
- Damaged or altered products not due to McCue’s error.

3. Return Process

- Prior to shipping anything: To initiate a return, contact our Customer Service team at eusales@mccue.com or call + 49 731 40388268.
- Provide your order number, product details, and reason for return.
- Our team will raise a Return Ticket (aka: RMA) number and arrange collection of the goods.
 - Orders that are returned without a ticket number could result in delays.

4. Shipping

- McCue will arrange collection back to our warehouse, unless the customer prefers too.
- If you are arranging a return, we recommend using a trackable shipping service or purchasing shipping insurance. We are not responsible for lost or damaged returns.
 - All returns are shipped to the McCue Corporate distribution center

McCue Europe GmbH c/o MCR Safety Europe

Sedumweg 25,
3343 LL Hendrik-Ido-Ambacht
Netherlands
Attn: Ticket #

5. Inspection and Refunds

- Once McCue receives and inspects the returned product, we will notify you of the status of your return.

- Approved returns will be processed, and a credit will be automatically applied to your account.
- Shipping and handling charges are non-refundable. If McCue have arranged collection we will reduce this fee from your credit amount.

6. Restocking Fees

- A restocking fee of 15% will be applied to all returns, unless the return is due to McCue's error (e.g., incorrect or defective product).
- The restocking fee will be deducted from your credit amount.

7. Exchanges

- We only replace items if they are defective or damaged. If you need to exchange a product for the same item, contact our Customer Service team.

8. Contact Information

- For any questions or concerns regarding returns, please contact our Customer Service team at eusales@mccue.com or call + 49 731 40388268.