



Return Policy

Our hassle-free returns policy is designed to make returns as easy as possible for you. We accept product back in its original packaging for up to 30 days from the date of purchase. Certain items may not be returnable or may have specific return instructions; please contact Pike Systems for more information by calling 630-896-6373.

Special Order Items

Typically, special order items are non-returnable.

Warranty Items

Our service department is a warranty service center for a number of different equipment manufacturers. All equipment related warranty work is routed through our service department. For more information on warranty items, contact our service manager.

Damaged Items

If your package arrives damaged in transit, please note the damage next to your signature at the time of delivery. If your package had concealed damage, please call us within 3 business days of receipt.

Defective Items

If you receive an item that is defective, please call us. We will advise you on how to proceed. Please note, some items carry a manufacturer's warranty and can be handled in-house by Pike Systems. We strive to eliminate any issues with defective items by delivering them on Pike Systems trucks.