



## RETURN GOODS POLICY

We pledge our cooperation to handle returns in a prompt and fair manner.

Please contact CUSTOMER SUPPORT for **ALL** returns.

Warehouse personnel or drivers are not authorized to approve returns or accept them without prior authorization.

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### 1. STOCK MATERIAL – RETURNS FOR CUSTOMER’S CONVENIENCE

Provided the material is in unused, resalable condition and of current design, Customer Support will issue a Return Goods Authorization (RGM) subject to the following:

- a. No re-stock handling charge if material reaches us within 30 days from ship date and you provide us with our invoice number.
- b. A 25% re-stock handling charge applies if material reaches us after 30 days or no invoice number is provided.

### 2. NON-STOCK OR DIRECT SHIP MATERIAL – RETURNS FOR CUSTOMERS CONVENIENCE

Contact Customer Support before returning material with a list of the item(s) to be returned, the reason for return, and our invoice number. We will request return from the factory and make arrangements to get the material from you within 30 days. Return of non-stock material is subject to a minimum 25% re-stock handling charge and any applicable freight charges.

### 3. OUR ERROR

Contact Customer Support. Every effort will be made to correct the error promptly.

### 4. DEFECTIVES

Adjustments will be made in accordance with manufacturer’s warranty.

Please recognize that warranties vary from supplier to supplier. Depending on the nature of the defect, we may have to involve factory personnel.

### 5. EXCLUSIONS – NOT RETURNABLE FOR CREDIT

- a. Material cut-to-length or otherwise modified to customer’s specification.
- b. Obsolete, discontinued, or “close-out” items.
- c. Broken fragile items, e.g. porcelain or glass.
- d. Material not purchased from us.
- e. Custom material or material otherwise not returnable to the factory.
- f. Non-stock material without our invoice.

*NOTE: Resalable Condition is defined as the following:*

- a. In ORIGINAL container
- b. ALL manuals are included
- c. NO writing/stickers on container(s)
- d. Item must NOT have been installed

***\*Credit will be issued within ten days of receipt of material.***