

## *RETURNS and REFUND POLICIES*

REVISED DATE: FEBRUARY 2022

### **RETURN POLICY**

**STOCK MERCHANDISE** - stock merchandise may be returned within 30 days of invoice date. The product or products being returned must be in its original factory sealed container and still be in new condition. Upon receipt and inspection of returned merchandise, a refund will be issued according to the Refund Policy below, less a 25% restocking fee if applicable, for stock merchandise only.

### **NON-RETURNABLE MERCHANDISE**

**NON-STOCK MERCHANDISE** - all non-stock merchandise is considered “special order” and is **non-returnable**.

**STOCK MERCHANDISE** - is **non-returnable**, if not in new condition.

### **RETURNS PROCESS**

- Please do not begin the return process or request a RGA # until all merchandise to be returned is at your store ready to be picked up from our driver.
- RGA # will be left with Receiving at the time of pick-up.
- Pick-up will take place where item was originally delivered.
- When merchandise is ready to be picked up, contact your salesperson or Customer Service at 1-800-745-0503