



## Customer Return Policy

### Return Guidelines

- 1) Returns will **NOT** be accepted if:
  - a. Not requested within 6 months from receipt of goods.
  - b. Product has had a packaging change.
  - c. Product has been suspended or is obsolete.

### Restocking Fee Guidelines

- 1) If return request is made within 30 days of receipt of product:
  - a. Customer will be responsible for the return freight charges.
  - b. Restocking fee will not apply **UNLESS** Deflecto paid for original shipping charges, then a 15% restocking fee will apply.
- 2) Return request is made after 30 days of receipt of product:
  - a. Customer will be responsible for the return freight charges.
  - b. A restocking fee of 15% will apply if customer paid for original shipping cost.
  - c. A restocking fee of 25% will apply if Deflecto paid for original shipping cost.
- 3) Return of excess inventory:
  - a. Deflecto will accept return as long as it meets the previous return guidelines.
  - b. A restocking fee of 25% will apply.

### Deduction Authorization Guidelines

**\*MUST make customer aware of these at time of RMA issuance\***

- 1) Credit will be subject to inspection of returned goods.
- 2) Deduction will be authorized only after completion of RMA by the returns department.
- 3) Returns will only be accepted in good condition.
- 4) Returns must be in original packaging.
- 5) Returns must be received within 10 days after RMA has been issued to customer.
- 6) Returns must be in full case packs.