

# **CUSTOMER RETURN/REFUND POLICY**

## **DEFECTIVE RETURN:**

- INVOICE CUSTOMER (AT PURCHASE PRICE) FOR THE REPLACEMENT ITEM.
- IF WE ARE DELIVERING THE REPLACEMENT ITEM OUR DRIVER MUST NOTE ON THE PACKING SLIP IF WE PICKED UP THE DEFECTIVE OR NOT.
- CREDIT THE CUSTOMER (AT PURCHASE PRICE) - FOR THE DEFECTIVE ONLY AFTER IT HAS BEEN RETURNED AND FOR FIRE ALARM PRODUCTS AFTER IT HAS BEEN TESTED BY THE MANUFACTURER
- IF MANUFACTURER (FIRE ALARM PRODUCTS) DECLINES CREDIT NO CREDIT ISSUED PRODUCT RETURNED TO CUSTOMER OR DESTROYED.
- IF THE ITEM IS NOT RETURNED NO CREDIT IS ISSUED.

## **STOCK RETURN:**

- CHECK IN ALL PRODUCT NOTE IF GOOD OR DAMAGED
- NO CREDIT IS ISSUED FOR DAMAGED GOODS
- ALL STOCK CREDITS ARE SUBJECT TO A 20% RESTOCKING CHARGE.
- GIVE THE CUSTOMER OPTION OF NOT LEAVING ANY ITEMS WE WILL NOT ISSUE CREDIT ON
- WE WILL NOT ISSUE CREDIT ON SPECIAL ORDER ITEMS.
- WE WILL NOT ISSUE CREDIT ON ITEMS WE DO NOT STOCK.
- IF WE PICK-UP THE RETURN THE DRIVER MUST MAKE A LIST OF ALL ITEMS HE IS PICKING UP AND HAVE IT CHECKED IN WHEN HE RETURNS.
- IF WE DO NOT ISSUE CREDIT ON A PICKED UP ITEM WE WILL RETURN IT TO THE CUSTOMER.
- WE DO NOT ISSUE CREDIT ON CUT WIRE OR USED MATERIAL THAT IS NOT DEEMED DEFECTIVE.
- CUSTOMER IS RESPONSIBLE FOR RETURN FREIGHT CHARGES IF ITEM IS NOT DEFECTIVE.