



Returns/Claims -

Claims for shortages and damages are to be filed directly with the carrier.

NO returned merchandise will be accepted without our prior written consent.

All approved returns must be in original cartons and are subject to the following;

- (a) All returns must be authorized and have a Returned Goods Authorization (RGA) number. Contact Customer Service to receive an RGA number.
- (b) Authorized returns are accepted on a pre-paid basis.
- (c) Returns must be packed well so as to avoid further damage.
- (d) Returns should be made via UPS if possible.
- (f) All non-damaged returns are subject to a 25% restocking fee, minimum \$10.00

Defective Merchandise -

We reserve to right to repair, replace, or issue credit on defective merchandise.