



## —RETURNS POLICY—

**Please inspect all merchandise upon receipt to ensure you have received the correct and acceptable product. We strive for perfection, but in the unlikely event a mistake or damage has occurred, please call at once so we can make it right!**

To request a return, contact your Sales Associate or Manager for a Return Authorization. Please provide the date and invoice number for the merchandise involved, as well as the reason for the request.

### **Please note...**

Our drivers are not authorized to pickup returns without having manager approval, so please call to let us know. Approved credits will be issued upon the return and inspection of merchandise and will only be issued for merchandise that was given prior authorization to return. All returned merchandise must adhere to the following criteria in order for a credit to be issued.

**No returns will be accepted without prior authorization and compliance with the following product handling standards:**

- Inspect all products upon receipt
- Keep products in appropriate climate until pick up
- Return in the original packaging

**The following products are non-returnable:**

- Closeout merchandise
- Special order items

**Your feedback and details of product dissatisfaction or order mistakes help us to better understand and improve our products and processes. We strive for 100% satisfaction and appreciate your business.**