

## **Monsma Marketing Return Policy**

Stock material purchased from Monsma will be accepted when returned for credit subject to the following conditions:

1. Authorization must be obtained from our company representative before the return of material. Return requests must be received in our office at least two days prior to the customer's delivery day for material to be picked up. Our drivers are not permitted to accept material for return without written authorization.
2. Credit will be allowed only on material returned within 90 days of the date of purchase.
3. Material to be returned must be in clean resalable condition in the original resalable packaging and is subject to a final count and inspection once it arrives at our warehouse.
4. The date and invoice number covering the original purchase of material from us must be supplied before authorization for return of such material will be issued. Any RMA may reference material from one invoice only.
5. Credit, when allowed, will be issued at original invoice prices, less a handling charge of 25%, with a minimum charge of \$20.00.
6. Special order items must receive prior approval by your Monsma sales representative and are subject to the Manufacturer's terms and conditions in addition to Monsma's normal handling and return charge.

Occasionally, even after a preliminary inspection at a customer location, we have found that upon processing at our warehouse, material and or packaging is not suitable for resale. In such situations, customers will be provided the option of paying an additional charge to clean/repackage the material, dispose of it, or have it returned to them with no credit issued.

Returns of "job lot" or "special order" products present unique challenges for both our customers and ourselves. This product has typically been subjected to the usual job site hazards that can damage both product and packaging. The material returned by contractors or consumers is often bunched, bundled, or boxed and not inspected. Further, our salesmen are often not available to do an inspection of all of the material prior to a scheduled pickup. Therefore, our office can schedule a return, for the convenience of our customers, subject to inspection upon return to our warehouse.

Contractors and consumers carry the responsibility of the proper handling and care of whatever product they wish to return for credit. Therefore:

**☆☆☆We Recommend That You Do Not Issue Credit To Your Customers Until We Have Notified You Of The Amount Of Material That Will Receive Credit From Us☆☆☆**

We cannot accept returns, nor allow credit, of any product that we would not be willing to sell back to you or any other customer. Returns of product not suitable for resale will be disposed of or returned freight collect.