

AMERHART, LTD MATERIAL RETURN POLICY

- 1) Request RMA (Return Material Authorization) form from Amerhart sales staff.
 - (a) Only saleable material will be credited upon return. Amerhart staff will make this determination. Any material not credited will be disposed of and not returned to customer. If in doubt, call your sales representative to inspect prior to return of merchandise.
 - (b) Non-stocked special order items cannot be returned.
 - (c) Altered material cannot be returned.
- 2) Complete RMA form and return to Amerhart.
 - (a) Please include invoice number and date purchased.
- 3) Returned material will be collected by an Amerhart driver.
 - (a) Only material listed on RMA will be collected. Additional material requires an additional RMA.
- 4) All returned material will be inspected/counted by Amerhart staff.
- 5) Restock charges:
 - (a) 1 – 60 days 15%
 - (b) 61 – 120 days 30%
 - (c) No returns after 120 days
 - (d) Minimum return charge - \$15.00
- 6) Any charged pallet can be returned for credit (excludes Rollex pallet), provided it is in usable condition.
- 7) Material will be accepted for return in the same quantity minimums as sold. Items purchased by the piece can be returned by the piece.
- 8) ALL CLAIMS FOR MATERIAL DAMAGE, SHORTAGE OR ERRORS MUST BE NOTED ON THE DELIVERY TICKET AT THE TIME OF DELIVERY OR WILL NOT BE HONORED (48 hours on concealed damage).
- 9) Any questions should be directed to your Amerhart Sales Representative.