

GOODS RETURN POLICY

Goods must come back in the original packaging and in resale condition.

Indirect and Direct items will not be taken back unless the error was made by our company.

If the Sales Executive can sell the stock elsewhere before the time of return, the stock will be considered returnable.

Drivers will have the authority to write a pick-up order while at the Customers location. The Driver will have to determine if the stock was purchased from our Company and **must be in the original packaging.**

All Drivers will carry a three part sequentially numbered returns book. They will be required to fill out the form and give one copy to the Customer and attach the other to the goods being returned. The number on the returns form will then be entered on the Customers credit invoice.

Discontinued or Clearance items will not be taken back.

Defective items must be returned within **45 days** of purchase and **must be returned in the original packaging, for tracking purposes.**

All items older than **5 months** will not be taken back.

All chemicals older than **4 months** will not be taken back.

RESTOCKING CHARGES

Jobber Accounts will have **30 days** to return products, any stock returned after the **30 days** will be subject to a **20% Re-Stocking Charge** that will be marked on the Credit Memo and deducted from the original selling price.

End Users will have **90 days** to return products, any stock returned after the **90 days** will be subject to a **20% Re-Stocking Charge** that will be marked on the Credit Memo and deducted from the original selling price.