

## Goods Return Policy

**All returns are subject to inspection and final approval.**

### **General Return Requirements**

- Goods must be returned in original packaging and in resale condition.
- *Special-order* and *non-stock items* are not returnable, unless the return is due to an error made by our company.
- *Discontinued* and *clearance items* are not returnable.

### **Defective Items**

- Defective products must be returned **within forty-five (45) days** of purchase.
- Items must be in *original packaging* for tracking purposes.
- Items older than **five (5) months** from the date of purchase are not eligible for return.
- Chemicals older than **four (4) months** from the date of purchase are not eligible for return.

### **Driver Responsibilities**

- Drivers will have the authority to write a pick-up order at the customer's location.
- Drivers must confirm the product was purchased from our company, within our return timeframe and is in its original packaging.
- All Drivers will carry a three-part sequentially numbered returns book:
  - One copy provided to the customer
  - One copy attached to the returned goods
- The number on the returns form will then be entered on the customer's credit invoice.

### Restocking Charges

#### **Jobber Accounts**

- Products may be returned within **thirty (30) days** of purchase.
- Returns made after **30 days** will incur a **20% restocking fee**.
- Restocking fees will be deducted from the original selling price and reflected on the credit memo.

#### **End Users**

- Products may be returned within **ninety (90) days** of purchase.
- Returns made after **90 days** will incur a **20% restocking fee**.
- Restocking fees will be deducted from the original selling price and reflected on the credit memo.

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