

## **Return Policy effective 4.1.19**

- For all returns a return authorization number must be obtained from Customer Service Department. Include return authorization number on return packing list.
- Customer is responsible for all return freight charges for all overstocked merchandise or customer errors.
- Merchandise must be in new condition, in original cartons with UPC code, all packaging and manuals. All returned goods are subject to a minimum restocking charge of 20%.

*Excluded items:*

- **Discontinued Product**
- **Private Labeled Items**
- **No broken cases if sold in full cases**

**Receipt of Damaged or Not Re-saleable Conditions:**

- If returned items are received at our warehouse in a condition other than the one which it was sent, a minimum restocking fee of 50% will be applied to the credit.
- Customer will be notified and will have one week to advise if they want the product returned to them. If no response is received in one week, material will be disposed of at our discretion.

### Timing of Returns:

- 10 days from date of receipt for any concealed/visible damage, shortages, wrong product shipped or customer errors.
- Overstocked items must be returned within 12 months of purchase.
- All returns must be made within 30 days of receiving a Return Authorization number.

### **DEFECTIVE MERCHANDISE POLICY**

- Product is returnable with proof of manufacturer's flaws or defect. Contact Customer Service Department for a return authorization number. Product will be fully credited, repaired, or replaced with same or similar product. Determination will be at the discretion of Impact Products, LLC.

### **NOTIFICATION AND RETURN TIMING:**

- 90 days from date of receipt for any defective merchandise.
- All returns must be made within 30 days of receiving a return authorization number.