



## RITE QUALITY RETURN POLICY

**Returns are subject to the following terms and conditions.**

To receive full credit, the conditions below **MUST** be met. (No Exceptions)

**Reporting returns:** ALL clients have 30 days from date of receipt to return a product. Please report shortages, damaged/defective products, and/or incorrect shipments within 10 days of order receipt.

**Retrieving returns:** Returns should be picked up within 7-10 business days after return has been authorized by customer service desk. A call tag will be issued or a driver will be authorized to pick up returned items. Drivers *cannot* accept returns for pickup unless clients have contacted the customer service desk for a Return Authorization number (RA #).

**Packaging returns:** ALL items must be returned in the original box/packaging and in a resalable condition. (No Exceptions)

**Ordering errors:** If a return is generated due to a client's error, then the client is responsible for any freight/restocking costs that may be incurred.

If a return is generated due to company error or is damaged/defective, then Rite Quality will be responsible for any freight costs that may be incurred.

**Special order items:** customized and/or custom assembled items (i.e. furniture, stamps, nameplates etc...) cannot be returned unless the item is defective upon receipt.

- These items are non-returnable:
  - Food items
  - First Aid items
  - Medicine
  - Custom Products

**Thank you for cooperation.**

**We appreciate your business and look forward to working with you!**