



# RETURN POLICY

**IMPORTANT!!! THESE POLICIES & PROCEDURES ARE EFFECTIVE JANUARY 2012 AND SUPERCEDE ALL PRIOR NOTICES.**

## DEFECTIVE PRODUCTS

### POLICY

The invoice price of any product supplied by SERVICE CHAMP which proves to be defective will be refunded to you.

### PROCEDURE

If you have a defective product(s), contact your Sales Representative or Customer Service and inform them of the part(s) in question.

Pack the part(s) in question in a shipping box and seal it. SERVICE CHAMP will mail you a prepaid FedEx Return Label. Simply apply the label to the shipping box and give the box to your FedEx driver at your earliest convenience.

### CREDIT

After our inspection of the part(s), a credit will be issued to your account at the pricing in effect at time of the return.

## STOCK ADJUSTMENTS

### POLICY

Any product in good resalable condition (which means the condition you would be satisfied with if you were to purchase it again) may be returned for credit. All returns are subject to an 20% restocking charge without exception.

No credit will be issued for parts which are in non-resalable condition, discontinued, in less than their original package quantities, special order products or which were not sold to you by SERVICE CHAMP.

SERVICE CHAMP will pay for the return freight for Stock Adjustments which are within 5% of your prior year's purchases (example: \$8,000 in prior year purchases entitle you to a \$400 Stock Adjustment). Any Stock Adjustment which is greater than 5% of your prior year's purchases, a freight cost of \$30 per shipping carton (in addition to the 20% Restocking Charge) will be deducted from the credit memo.

### PROCEDURE

Contact your Sales Representative or Customer Service and inform them of the exact part numbers and quantities you wish to return along with how many shipped cartons they filled.

Stock adjustments can be made four times per year in the months of March, June, September and December exclusively.

As long as your Stock Adjustment is within the 5% allowance, SERVICE CHAMP will mail you pre-paid FedEx Return Labels. Simply apply the labels to the shipping boxes and give the boxes to your FedEx driver at your earliest convenience. Do not call FedEx to pick-up your boxes. With the pre-paid return service, FedEx will only pick-up when they are making a delivery.

A written Return Goods Authorization (RGA) is required before any product can be returned to SERVICE CHAMP. Returns made without an RGA are subject to a handling charge of 50% or more.

### CREDIT

A Credit Memo only will be issued for all products meeting our Stock Adjustment Policy at the pricing in effect at time of the return.

**All invalid products (such as non-saleable, discontinued, less than full package quantity, or not sold to you by SERVICE CHAMP) will be discarded at SERVICE CHAMP and will not receive any credit.**

It is your responsibility to review your return to insure that it meets the guidelines of our policy prior to returning parts to SERVICE CHAMP.