

RETURN POLICY

At the Stanley Sheppard Company, Inc., your satisfaction is our first priority. However, should you ever need to return an item, please note the following terms and conditions of our return policy:

- Returns must be made within 30 days of invoice date.
- All returns must be assigned a Returned Goods Authorization (RGA) number from a representative at the Stanley Sheppard Company, Inc. to receive proper credit. Returns will not be accepted without a valid return authorization number. Contact one of our representatives at (860) 828-8900 to have a valid RGA number assigned to your return. Please note that once an RGA number is assigned, returns must be made within 30 days to receive credit.
- Requests for return authorization must be accompanied by the following information:

Quantity and Model Number(s) of ALL items being returned: _____

Invoice Number(s) or Date(s) of Original Transaction(s): _____

Reason for Return(s): _____

- Pre-authorized returns will only be accepted under the following conditions:
 - All returned goods must be in perfectly new, saleable condition. The item must be returned in its original manufacturer's box and packaging and can not be marked, etched or altered in any way. The item should be carefully re-packed and placed in a protective outer box to prevent damage during transport. Items returned in any type of envelope will not be accepted. Stanley Sheppard Company, Inc. is not responsible for items lost or damaged in return shipment.
 - All returns are subject to a 20% restocking charge of the net price. This restocking charge may be reduced to 10% if the return is accompanied by a replacement order of equivalent value. Returned material that is defective or was shipped by Stanley Sheppard Company, Inc. in error will not be subject to a restocking charge.
 - "Specials" or non-stocked items made to order may not be returned for credit.
 - All returns must be shipped with freight prepaid. C.O.D. returns will not be accepted.
- Credit will only be issued after inspection and may be denied should any items not meet the above requirements. The Stanley Sheppard Company, Inc. reserves the right to refuse any returned item for credit based on the above listed conditions.

I have read and fully understand all of the terms and conditions for the above return policy.

Name: _____ Title: _____

Company: _____ Date: _____

Phone: _____ Fax: _____