

Return Goods Policy Electrical

PWPipe will grant permission for the return of any standard items shown in current literature which were shipped to the distributor's stock. Credit will be allowed only on merchandise returned to PWPipe's inventory. Request for returned goods authorization will be processed under the following conditions:

1. Authorization must first be received from PWPipe in writing through your local representative before returned goods will be accepted.

A Return Goods Authorization (RGA) form must be filled out completely and then signed by the distributor acknowledging return freight charges, restocking charges, items to be returned and/or other specific conditions of the return.

The RGA form must include the original invoice number(s) and ship date(s) of material to be returned.

2. Materials to be returned must have been purchased within the previous 90 days and be in the original usable cartons/boxes.

Credit will not be issued for less than full or "broken" cartons / boxes of Class "A" standard items.

Pipe must be in original packaged state with crate boards and banded together. Material will not be accepted for return unless it is in the above required state.

3. Materials must be returned to PWPipe or a Rep Agency of PWPipe within 120 days from date of invoice.

Return Authorization will be issued for merchandise valued at \$100.00 or more. Request for the return of less than \$100.00 of merchandise will not be accepted.

4. FREIGHT: All goods returned for credit are to be returned freight prepaid by the distributor.

A MINIMUM of \$10.00 or a proportionate amount of the original freight cost to ship the returned goods will be charged to the distributor, whichever is greater.

Return freight transportation must be arranged by the distributor.

5. Returned merchandise will be issued credit at the price originally invoiced.

The MINIMUM RESTOCKING CHARGE for fittings is 20%.

The MINIMUM RESTOCKING CHARGE for pipe is 15%.

Credit will be issued once returned goods are accepted into PWPipe's inventory.

The following material will not be allowed return authorization: Excessive quantities of any catalog item, special items not listed in our current catalog, and catalog items modified to customer specifications.