



## Return Request Policy and Conditions

Buyer shall not return any products without prior, written consent of Service Metal in the form of a Return Request document. The Return Request document must accompany the products returned for credit to be issued. Buyer will bear the cost of the return shipment and the risk of loss until goods are received by Service Metal. Material must be returned to original shipping location, or the address specified on the Return Request document. **All material must be in new re-sellable condition, or the Return Request may be refused and or cancelled.**

## Cancellation

Buyer understands that once a delivery note has been made for their order, any cancellation is subject to a restocking fee. Buyer also understands that once a delivery note is made, this material may be required to be shipped and then a RGA would be issued to return the material, but all freight charges would be charged to the buyer.

## Restocking Fees are as follows:

15% 0-60 days from date of delivery note creation.

20% 61-90 days from date of delivery note creation.

25% over 90 days from date of delivery note creation.

**\*\*RETURNS AFTER 120 DAYS REQUIRE APPROVAL BY MANAGEMENT\*\***

**\*\*NO RETURNS WILL BE ACCEPTED FOR MATERIAL OVER 365 DAYS FROM DELIVERY NOTE CREATION.\*\***

