

PRODUCT “RETURNS POLICY”

1. All requests for product returns must be “authorized” with an “RGA” (Return Goods Authorization), number issued by an, Apex Urethane Millwork “Customer Support Department”, Representative. **“Custom” made products, are NON – RETURNABLE.**
2. All returns, **approved** for “return to vendor”, through an “RGA”, are subject to a minimum “re-stocking” charge of 25% of the net selling price, if approved within 60 days of original date of shipment. Any return **approved** for “return to vendor”, **after** 60 days from the original date of shipment, will be assessed a minimum restocking charge of 35% of the net selling price. Customer is responsible for all freight costs associated with the return of all “RGA”, to Apex Urethane Millwork. RGA’s returned to Apex, “freight Collect” or at Apex’s account will be charged an **additional** 15% added onto the re-stocking charges outlined above, along with the associated shipping and handling charges incurred.
3. RGA’s issued by a “Customer Support Department” representative must be used and shipped within 21 days from dated day of issue. Proof will be signed “straight bill of lading”. No returns will be accepted or received after the 21 days after the dated RGA approval. At the discretion of Apex Urethane Millwork, RGA’s **will not** be issued for products “older” than 120 days from the original date of shipment.
4. Customer “credit” will be issued only upon verified receipt of authorized merchandise description and count detailed in the RGA, and only after quality assurance confirmation of product “condition” being received. Any damaged product received by Apex Urethane Millwork, **will not** be credited regardless of signed “receipt of goods”, and all associated restocking charges will apply. Payment deduction against RGA’s are not allowed without a “credit memo” having been issued by Apex Urethane Millwork.
5. Customer credit will be issued within 48 hours after receipt of “goods” at our receiving department, less:
 - a. re-stocking charges.
 - b. freight charges.
 - c. damages, concealed shortages.