



## **MERCHANDISE RETURN POLICY**

No merchandise may be returned for credit or exchange without the written authorization of Richelieu Hardware Ltd and/or its subsidiaries. This authorization is obtained from customer service or from customer advisors at the service counter. Only goods in their original unopened cartons and in resalable condition can be accepted for credit within 30 days of their purchase . A handling charge of 15% of the returned merchandise shall apply (minimum of 20\$). Freight costs are customer's responsibility. Only previously authorized goods will be accepted for credit. We reserve the right to refuse unauthorized return and have them returned at customer charge.

### **SPECIAL ORDERS**

Special merchandise ordered according to buyer specification will not be eligible for return or cancellation.

### **CLAIM FOR DAMAGES**

In case of damage during transportation, Richelieu Hardware Ltd. and / or its subsidiaries, will not accept any obligation or responsibility. All claims for damages must be submitted to the transportation company.

### **CLAIM FOR MISSING MERCHANDISE**

Any claim for missing merchandise will not be accepted by Richelieu hardware Ltd, and / or its subsidiaries, unless it has been submitted in writing and reported to our sales offices within three (3) days following receipt date of goods.

### **UNAUTHORIZED MODIFICATIONS OR ALTERATIONS MADE TO PRODUCT**

Unauthorized modifications and / or alterations made to product, will cancel the product guarantee.  
Product then becomes unreturnable for credit or exchange.

### **PROCEDURES**

- Contact our internal sales offices or your sales representative.
- An authorization for return will be given or mailed to you.
- Clearly identify the return with the pre-authorized merchandise return number, your customer number and enclose the white copy or return authorization.
- A credit will be issued, following reception and verification of goods.

**Thank you for your cooperation.**