

We will assist you in handling all returns in a prompt and fair manner. Please help us with this process (reducing costs and minimizing delays) by contacting our inside sales team with the invoice number and return information.

- Every effort will be made to correct our errors promptly. Corrections on stock material are usually completed on the same or next business day.
- Please note that warehouse personnel and drivers are not authorized to approve returns or accept any material without authorization from our inside sales team.

STOCK MATERIAL - RETURNS FOR CUSTOMER CONVENIENCE

Provided the material is in unused, re-saleable condition and of current design. NESCO reserves the right to limit the quantity and dollar amount of material returned. Our inside sales team will issue a Company Returned Goods Authorization (RGA) subject to the following:

- No restock handling charges if material reaches us within 30 days from ship date and you provide us with our invoice number.
- A 20% restock handling charge if material reaches us after 30 days or invoice number is not provided.

NON-STOCK OR DIRECT SHIP MATERIAL - RETURNS FOR CUSTOMER CONVENIENCE

Provided the material is in unused, re-saleable condition and of current design, our inside sales team will request a Factory Returned Goods Authorization (RGA) subject to the following:

- You provide our inside sales team with an accurate list of material, our invoice number and reason for return.
- You store and protect the material while awaiting Factory Returned Goods Authorization.
- Factory Returned Goods Authorization can take up to 30 days, depending on the manufacturer and type of material. Our inside sales team makes every effort to expedite factory returns.
- A minimum restock handling charge of 35% and applicable freight charges will apply.

DEFECTIVE MATERIAL

Adjustments for defective material will be made in accordance with the manufacturer's warranty. Warranty details vary from supplier to supplier. Occasionally, a factory representative must verify or approve credit.

EXCLUSIONS - NOT RETURNABLE FOR CREDIT

- Material cut to length or otherwise modified to customer specifications
- Obsolete, discontinued or "close-out" material
- Material not purchased from the Company
- Custom manufactured material
- Any material denied return by the factory
- Non-stock material without our invoice number

This policy is subject to modification without notice by NESCO.