

Return Goods Authorization (RGA) Policy



- H.L. Flake approval **must** be obtained prior to the return of any merchandise. Returns without an RGA Number will be refused and returned at the shipper's expense.
- All shipping packages must be clearly marked on the outside with the RGA number.
- Transportation costs must be paid by the customer returning merchandise and all risks of loss or damage of goods in transit are the responsibility of the customer. No credit will be issued for product received damaged.
- Items shipped due to H.L. Flake's error or misinterpretation, entering, or filling of an order are returnable and a shipping call tag will be issued.
- Product must be properly packaged for return for full credit to apply. This means original packaging without damage or writing.
- Material rejected by the customer due to a valid manufacturers' quality problem is returnable, for full credit or replacement under the product warranty.
- Items shipped due to customer error, may be approved for return for credit, subject to the limitations and provision as follows:
 - **Limitations and Provisions**
 - If H.L. Flake approval is granted, credit for accepted returned goods will be issued in the amount of the unit price paid less a restocking charge. Any waiver of restocking charge must be approved by the Customer Service Manager, Director of Sales, the General Manager or designee.
 - The materials must have been purchased within a period not more than 45 days prior to the return request. No return will be accepted for merchandise over 120 days old.
 - Product must be a current H.L. Flake price list item.
 - Discontinued product is not subject to return. No return will be accepted for special manufactured product.
 - If an item returned is found to be in unsellable condition, the customer may elect to have the items returned back to the customer or destroyed by H.L. Flake. If returned, the customer will be responsible for freight charges to return. The decision must be made within 15 days after advisement by H.L. Flake. No credit will be issued.

Return Goods Authorization (RGA) Procedure



- The Customer Service Representative or Returns Department Representative receives a request to return merchandise from a customer.
- The Representative completes an RGA and emails or faxes the RGA and the RGA Policy to the person who requested the return. Also, printing a copy for the Returns department's pending file.
- If an unauthorized item is returned, receiving will refuse delivery of the shipment.
- Receiving receives the merchandise from the freight carrier noting any visual damage to product or packing on the freight carrier's delivery receipt and RGA.
- Receiving verifies contents of return, itemizing by catalog number, quantity, and number of packages/cartons received. Returns Department is to be notified of any shortages immediately. Returns will then notify the customer in writing of the shortage on the return. No credit will be issued for overages (items returned in excess of RGA quantity or items not on RGA).
- Before the end of the next business day after receipt of the return:
 - Returns Department will evaluate the product to determine if the goods are in saleable condition.
 - Returns Department will note whether the goods are in saleable condition on the original RGA, authorize removal from the RGA area, and forward original RGA for credit processing.
- If an item, when returned is found to be in unsellable condition, Returns Department will contact the Customer for resolution. The customer must make the decision within 15 working days of advisement by H.L. Flake.
- If authorized and in saleable condition, credit will be issued for the returned item(s) and the customer will be notified by email.