



The Harloff Company, Inc.  
650 Ford Street  
Colorado Springs, CO 80915-3712  
(800) 433-4064 (719) 637-0300  
Fax (719) 597-8273

## RETURN POLICY

A. **RMA# MUST BE MARKED ON BOX.** THERE ARE NO EXCEPTIONS. ITEMS RECEIVED WITHOUT RMA MARKED ON BOX WILL BE REFUSED

B. RMA can only be issued within 30 days of delivery

C. Ship all returns to: **Harloff**  
**ATTN: RMA#**  
**650 Ford Street,**  
**Colorado Springs, CO 80915.**

D. There will be a **25% RESTOCK FEE** on all non-warranty or miss-shipment returns. (50% RESTOCK FOR NARCOTICS CABINETS). **RETURNS MUST BE COMPLETE WITHIN 30 DAYS OF RMA ISSUANCE.** Failure to return in 30 days, results in the following restock fees: 31-59 DAYS 30%

60-90 DAYS 40%

91<sup>st</sup> Day -CANCELED

Credits cannot be taken on account until merchandise is received by Harloff.

Returns must be properly packaged in the original carton(s) or equivalent packaging. Credit will be reduced or denied if returned item(s) are damaged. Customer will be responsible for placing freight claim on damaged returned items. Customer can purchase additional packaging materials from Harloff if required. Customer can also ship their return via air ride van line at their expense.

Return approval for reasons other than warranty claim, miss-shipment, or repair is solely at Harloff's discretion. Items in distributors or end users possession for 30 days without reporting a problem are not returnable for reasons other than warranty claim, repair, or miss-shipment.

CUSTOM-BUILT PRODUCTS and SPECIALTY COLORS ARE NOT RETURNABLE.

E. **ATTN: CANADIAN CUSTOMERS: When required, Canadian customers returning merchandise are responsible for all customs brokerage, fees and documents. Harloff is not responsible for clearing returns through customs.**

F. Upon inspection, additional fees above restocking may be charged for reconditioning and subtracted from credit

G. ISSUANCE OF A RETURN MERCHANDISE AUTHORIZATION IS NOT A PROMISE OR GUARANTEE OF CREDIT, REIMBURSEMENT OR CREDIT.