



REMINDER OF IMPORTANT RETURN PROCEDURES

Please follow these procedures when returning materials to Access Hardware Supply:

- *Restock Fees May apply to Return, Please contact Returns Dept. with any questions before you return items. 20% on our Stock items, Special Order items are at the Factory Discretion. Custom Made items are Not Returnable.*
- *Restock fee will be waived if replacement orders are for the same job and are ordered within 10 days of RMA issue. Requests of orders Older than 90 Days are subject to Restock fees of 30% or More on stock items with or without replacement orders. Most Factories will Not accept return request for orders older than 6 months.*
- *Items being returned to the factory as defective; Credit will only be given after the factory receives material and deems these items to be defective.
(AIPHONE-CAT-ACSI-SEDCO-SDC & TRINE are most often repaired)*
- *Please be sure to pack the product so that they are secure and there are no loose parts or unprotected items that can break or be damaged in shipping, to insure that product is received in its original condition.*
- *Please ship only the items that are listed on your return authorization form.*
- *Please make sure all product returned as (Not Needed, Job Canceled Etc,) are in the same condition you received them in.*
- *Product that has been installed or any modifications made, are not returnable (i.e. cut, twisted or modified wires)*
- *Please make sure there is no writing or marks on the original manufactures box*
- *Be sure to have your company's name and address along with the RMA# on the return label*

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