

## RETURN POLICY

No goods shall be returned to our facilities without the prior authorization of Radisson Industries. The authorization must be sent as a return form called RMA. This form must accurately describe the condition of the items to be returned. Radisson Industries will issue RMA at it's own discretion.

RMA requests must be sent to a customer service representative for processing and analysis. It is important that the items part numbers, as well as quantities, are legible on the return document. RMA's are only valid for a period of **30 days**, starting from it's date of issue.

### ELIGIBLE PRODUCTS :

Except for defective items, the returned goods must be in good condition for resale and properly packaged to avoid breakage during transportation. Only products that are part of current inventories, and appearing in the catablog or on our website are eligible for a return. ***\*Special products, custom made parts or merchandise that has already been installed or modified without prior management approval are not eligible and will not be processed.***

Return requests resulting from human error during order entry by customers are allowed, but will be subject to a handling and restocking fee of **25%** of the total value. Also, freight charges for this type of return are to **be assumed by the fautive party.**

Items older than 12 months cannot be returned, regardless of their condition, except for products that have a raw material default, or workmanship. All goods listed are subject to a **15%** minimum handling and inspection fee.

If there is a failure to provide the invoice numbers, Radisson Industries will set the price of goods on the basis of the lowest price paid by the customer in the last 12 months. All goods listed in the RMA form are to be shipped **prepaid** to the factory, or any other destination determined by Radisson Industries. The RMA return number provided should be written on ***all returned boxes of skids.***

The returned goods will become the property of Radisson Industries once the merchandise is received, inspected and found acceptable by our quality control staff. Only then, will a credit be issued to the customer's account.

**N.B.** *Damaged, unauthorized, or custom made products returned without prior authorization will be automatically discarded. No credit note will be issued unless the value of products exceeds \$ 500 USD. In such cases, the products will be put aside and the customer will be offered two options :*

1. *Allow Radisson Industries to return products to sender location at his expenses.*
2. *Allow Radisson Industries to destroy products without issuing any credit.*