

## Customer Return Policy Famous Supply

### Return Policy

#### **Section 1: General Policies**

1. Famous Enterprises will only accept products purchased from a Famous Enterprises company.
2. For a returned product to qualify for credit the product must be in new or “like-new” condition and must not have been used, installed, modified, altered or damaged. Products must be in the original packaging if applicable.

#### **Section 2: Stock Products**

1. Stock products are returnable up to 6 months after the ship date and are subject to a re-stocking fee.

#### **Section 3: Special Order (Non-Stock) Products**

1. For special order (non-stock) returns, Customer credit will be issued upon Famous’ receipt of manufacturer’s credit.
2. Customers are responsible for all transportation, handling, and manufacturer’s charges.

#### **Section 4: Defective Product**

1. Credit for defective material will be issued subject to the terms and conditions set by the manufacturer’s warranty policy.
2. Defective products will be eligible for credit if the material is found to be within the warranty upon return or inspection by the manufacturer or manufacturer’s representative. Customer credit will be issued after Famous receives the manufacturer’s credit.

#### **Section 5: Commodity Product**

1. Famous defines a commodity product as a product that is subject to frequent market fluctuations in price such as but not limited to copper, steel, and plastic products.
2. Commodity products determined to be acceptable for return will be credited at the lower of the customer’s cost or the current market price of the product and are subject to a re-stocking fee.

#### **Section 6: Shipping Claims**

1. Any claims for shipping damages, discrepancies or shortages must be made in writing within three (3) working days from receipt of material. Claims on direct ship items must be made with the carrier that delivered the material.

#### **Section 7: Fabricated Items**

1. Cut lengths of pipe, coil, and fabricated items are not returnable.