



225 Main Street • Tatamy, PA 18085  
Tel: 610-253-2775 • Fax: 610-263-0169

Customer Service  
Tel: 800-323-0801 • Fax: 888-859-2121

## **Return Authorization Policy:**

To request a product return, please contact the EQUIPTO Quality Department at (800-323-0801 select option #1) for a Return Authorization number and form or report a problem online and request an RGA. Returns must be requested within (30) days from EQUIPTO's ship date of the order.

**Please note that EQUIPTO will not accept any returns without an EQUIPTO issued Return Authorization Number and the RGA paperwork.**

EQUIPTO imposes a 35% restocking fee for all approved returned standard products and colors. In addition, a 50% or more restocking fee is applied to all non-standard designs and special colors.

The final credit amount will be subject to repair, repainting and/or scrap fees as applied at time of receipt. To avoid these additional fees, product should be returned in the original EQUIPTO packaging and/or packaged to protect the returned goods from possible carrier and handling damage. Items showing signs of use or damage are not returnable, and all hardware must be included.

To receive credit, returned product must be received at EQUIPTO – Tatamy, PA within (30) calendar days from Return Authorization issue date.

EQUIPTO is not responsible for scheduling and payment of the return shipment. All authorized returned product sent collect will not be accepted by EQUIPTO receiving.

All requested returns are contingent upon final EQUIPTO management approval.

Effective: October 30, 2014