



## **RETURN POLICY**

**YOU MUST RECEIVE A RETURN AUTHORIZATION FROM US BEFORE RETURNING ANY MERCHANDISE.**

**MERCHANDISE MUST BE IN UNUSED, RE-SELLABLE, NEW CONDITION AND PURCHASED WITHIN 30 DAYS.** You must provide us with your purchase order number and our invoice number.

### **THERE ARE THREE CATEGORIES FOR RETURNS**

**Manufacturer's Error** – If the item is our order error, we will issue a call tag or send a LTL truck to pick up the merchandise at our expense. A replacement will be sent as soon as possible, also at our expense, or a credit will be issued once we receive the item(s) back. If the order is short, we will check our shipping records for any discrepancies and/or trace the item with the freight carrier. If it is an error on our part, we will immediately ship a replacement.

**Customer Order Error** – If it is not our error, but an error in the purchase order issued to us, then you are responsible for the freight cost involved in returning the item to us. LTL truck shipments should be returned "Prepaid" otherwise, it will be refused. Small package carriers such as FedEx Ground, UPS, or the Post Office should be returned at your expense. Credit will be issued and applied to your account less a 25% Restocking Fee.

**Warranty Returns** – Warranty returns must be due to defects in product construction, materials or workmanship as outlined in our warranty policy. LTL truck shipments should be returned "Prepaid" otherwise, it will be refused. Small package carriers such as FedEx Ground, UPS, or the Post Office should be returned at your expense. Replacements or repaired merchandise will be shipped as soon as possible.

**Important!** You must send merchandise back in the original carton. If you do not have the original carton or if the carton is torn or damaged, you may purchase new cartons from us. Returned goods must be shipped to Mahar Manufacturing by way of prepaid freight and you must insure your package to guard against loss or damage. If items arrive at Mahar Manufacturing damaged due to improper packaging we will NOT accept the return or process the credit.

**Please, do not hesitate to call if you have any questions regarding our return policy:  
1-800-224-8268 or email info@mahar.net**