

WARRANTY RETURNS

A purchaser must complete a Return Goods Authorization form for all warranty returns, which can be obtained by calling UFPC Contractor Connection Customer Service. Once the claim form is completed and validated, the information will be sent back with the shipping information for the defective product. All products must be returned within 30 days from the date of the Authorization.

Warranty / Defective Claims are limited to the warranty conditions as provided by our manufacturers. We will process the warranty claim with the manufacturer, and once we have received credit from the manufacturer, we will credit the purchaser's account or credit card.

Authorized return should be returned to:

**UFPC Contractor Connection
Return Address to be advised by
Customer Service at time of Authorization**

(866) 646-6335

RETURN GOODS POLICY AND PROCEDURE

UFPC Contractor Connection returns are subject to the manufacturer's return policies; we will honor returns based on restrictions under those policies.

A Return Authorization is **required** for all returns and can be easily obtained by calling the UFPC Contractor Connection. The product must be in new, unused condition, and in its original packaging to be accepted.

To assist in making this process easy, please have the manufacturer's part number, the invoice number, and the reason for returning the product before calling for your Return Authorization.

Standard Restocking Fee Policy on stock material returned within 90 days is 20%.
No returns will be accepted beyond 90 days.

The credits for returned material will be applied to a purchaser's "credit only" account after UFPC Contractor Connection receives credit from the manufacturer. If the material was purchased with a credit card, the card will be credited, once we receive credit from the manufacturer.

Any deviation from this procedure may result in delayed credit processing, or the forfeiture of your right to return a product.

Authorized return should be returned to:

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(866)646-6335



RETURN GOODS AUTHORIZATION REQUEST FORM

YOUR NAME _____

COMPANY NAME _____

PHONE # _____

FAX# _____

SHIP TO ADDRESS:

ITEM(S) TO BE RETURNED

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

IF THE PICK UP ADDRESS IS DIFFERENT THAN THE SHIP TO ADDRESS,
PLEASE ENTER IT HERE:

DO YOU NEED SOMEONE TO CALL YOU TO PLACE A REORDER?

YES _____ NO _____

ARE THE ITEMS NEW AND UNUSED?

YES _____ NO _____

ARE THE ITEMS IN THE ORIGINAL PACKAGE?

YES _____ NO _____

WHAT IS THE REASON FOR RETURN? IF DEFECTIVE, PLEASE EXPLAIN
PROBLEM.

CUSTOMER PO# _____

UFPC CONTRACTOR CONNECTION INVOICE # _____

PLEASE FAX OR E-MAIL FORM TO CUSTOMER SERVICE

FAX# _____ **E-MAIL** _____

LIST FOR ADDITIONAL ITEMS TO BE RETURNED

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

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SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

MFG NAME AND PART NUMBER _____

SERIAL # (IF APPLICABLE) _____

QUANTITY _____

NUMBER OF BOXES _____

SHORTAGES AND DAMAGES

SHORTAGES

We make every effort to ensure that the purchaser receives an accurate and complete order, and that the products are received undamaged.

If a discrepancy in the purchaser's order exists, the purchaser must contact UFPC Contractor Connection immediately and report the problem by referencing the purchaser's order and discrepancy.

FREIGHT DAMAGE CLAIMS

If a purchaser's order is damaged, the purchaser must call UFPC Contractor Connection immediately for assistance with the damage claim and to reorder products.

In the event of shipment damage, such damage must be noted on the bill of lading. All obvious package damages must be signed for as damaged with the carrier at the time of receipt.

To assist with this process, the purchaser should save the damaged shipment container in the condition in which the purchaser received it for damage claims inspection. A digital photo of the damage may be required.

Products **MUST** be inspected by you for **concealed** damage within 10 days of receipt.

**UFPC Contractor Connection
Customer Service Contact#**

(866) 646-6335