



## Towing and Suspension Solutions

### Return Goods Policy for Dealers & Distributors

Prior to returning products, a Return Goods Authorization (RGA) number must be obtained by contacting ROADMASTER, Inc. Customer Service Department at 800-669-9690. Please have the following information available when calling for an RGA number: invoice number, date of invoice, and nature of problem. RGA numbers are valid for thirty (30) days after issue. Unauthorized returns will be refused. For Credit to Be Given:

1. Products must be in original unopened packaging and in same condition as when shipped. All Items subject to inspection and acceptance by and at ROADMASTER Inc. discretion.
2. All items shipped to ROADMASTER will be shipped "pre-paid" freight.
3. Return must include a copy of invoice or be accompanied with an invoice date and number as well as RGA number on shipping label.
4. Return must be within ninety (90) days of invoice.
5. All items returned will be charged a 20% restocking fee.
6. Product must not have been a special order item.
7. Authorization for a return is NOT automatic and must go through an approval process before and RGA number is issued.

All returns must have an RGA number on the address label to be eligible for credit and must be returned by UPS Ground or insured mail (or you must assume the risk of loss or damage during shipment). ROADMASTER, Inc. does not issue credit for returns not received by ROADMASTER, Inc. and is not responsible for tracking returned products ROADMASTER, INC will not reimburse any overnight express or air shipping costs.

This policy is subject to change at the sole discretion of ROADMASTER, Inc, as ROADMASTER, Inc. sees fit without either written or other notice.