

# Returns + Claims

## **Return Policy**

Except for Stocked products, all Global products are made to order. No returns of goods will be accepted without written consent and shipping instruction of Global. A minimum restocking charge of 35% is made on all authorized returns for credit or refund, provided goods are received by Global in the condition in which they left the factory. This may increase depending on the type of product.

Global's Return Goods Authorization (R.G.A.) numbers must appear prominently on all authorized returns. Global will not be responsible for freight costs. No credit will be given if goods cannot be reused as new. Special order items, nonstock items and C.O.M. products are in no event subject to return. All returns must be approved and authorized in writing by Global Customer Care. Global reserves the right to refuse delivery of any unauthorized returns.

## **Claims**

All goods are sold F.O.B. plant or Global Distribution Center. Global is not responsible for damage which occurs in transit (or in storage). The carrier signs for all goods received in apparently good order. It is the dealer/ purchaser's responsibility to examine goods upon receipt and to file any claims with the carrier for losses or damage to the product occurring during transit, including concealed damage.

Any claims made against Global for apparent defects, errors or shortages must be made by the dealer/purchaser, in writing, within 15 working days after any delivery. Failure by the dealer/purchaser to make any claim against Global within 15 days shall constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages.

