

POOLEY INC.

RETURN POLICY

- 1. Returns will be allowed only with an authorization number. In order to obtain a return number, simply call us at (716) 852-3780. All material is to be returned subject to inspection. The issuance of a return number does not obligate Pooley Inc. to issue credit. If material is found to be special, used, defective or damaged no credit will be issued. Any material returned without an authorization number will be returned freight collect.**
- 2. All returns are subject to a minimum 15% restocking charge.**
- 3. All returns are to be made freight prepaid. In addition, all applicable freight charges for material returned to our vendors will be deducted from credits issued.**
- 4. Returns will be allowed on special order or made to order items only when terms have been negotiated with the manufacturer.**
- 5. Credit will not be allowed for freight charges unless the error is solely the fault of Pooley Inc.**
- 6. All invoices are due and payable within terms. Payment of invoices cannot be delayed due to pending credits or the intent to return material.**