



## **SALES RETURN POLICY**

### Request for Return Material Authorization

Customers wishing to return material to West Penn Wire are required to obtain a “Return Material Authorization” (RMA) number prior to the material being returned. RMA numbers are issued in numerical sequence and expire 90 days from the date of issuance.

All material must be returned in original unopened West Penn Wire packaging. Returned material will only be accepted if received within six months of the original invoice date.

The issued RMA will provide instructions as to where and how the material is to be returned.

No return authorizations will be issued for discontinued items, warehouse clearance items, special made lengths, non-catalog items, and non-standard fiber.

### Returns due to West Penn Wire Error

If a return is necessary due to an error by West Penn Wire the customer will be reimbursed through trade credits for the material returned and any freight originally paid by the customer. The RMA will provide instructions as to where and how the material is to be returned. If the material is not returned pursuant to the provided instructions, the customer will be responsible for all freight charges incurred.

### Returns due to Customer Decision

If a return is requested by the customer due to any reason other than a West Penn Wire error, the customer may be responsible for the pro rata share of the original outbound freight if prepaid by West Penn Wire and the return freight. Returns will also be subject to the following restocking charges if received in conformity with the return policy:

- 25% restock charge if there is no replacement order (replacement order must be placed at same time of return request)
- 10% restock charge if there is an equal dollar amount replacement order (replacement order must be placed at the same time of the return request)
- No restock charge if there is a replacement order that is twice the dollar amount of the original order (replacement order must be placed at the same time of the return request)