



5180 Greenwich Rd. Seville, OH 44273

Toll Free: 877-745-5050 Fax: 888-869-0343

Please read the following claims policies, and return this signed form to Ohio Wholesale, Inc., at your earliest convenience.

- 1) All claims must be made within 10 days after receiving your order. Orders over \$2000.00 or more can make claims up to 30 days. Please note:  
Claims called in after the 10/30 day claims period may be denied and/or subject to return at the customer's expense.
- 2) Please go through your entire order before calling in any claims. Note: only one claim per invoice may be made.
- 3) Although we stand by the quality and price of every item, we do not guarantee the "sell-ability" of any item. Should you purchase an item that, upon receiving, you feel is not as expected, you would be responsible for returning the item(s) at your own expense.
- 4) A 10% restocking fee will be applied to returns that meet the following criteria:
  - A) Items returned that we feel are sellable and returned to our stock.
  - B) Any item NOT returned in their original packaging and/or boxes.
  - C) Any items with your pricing and/or tags affixed to them. UPC stickers, and country of origin stickers can not be removed  
from items that are being returned.
  - D) Any sellable items not returned in their minimum quantities.
  - E) Any order not cancelled by the customer before entering the shipping process. This includes all seasonal merchandise.
  - F) Any order that is refused without prior authorization.
  - G) If you use a call tag for anything other than the invoice and /or merchandise it was sent to you for.
- 5) We do not offer any replacements for damaged or defective items.
- 6) All credits will be given via terms of order.
- 7) NO UNAUTHORIZED RETURNS. You must call Ohio Wholesale, Inc., to get an authorization to return any merchandise. Ohio Wholesale, Inc will not be responsible for freight charges on unauthorized returns.

#### BACKORDER POLICY

When placing your order, please let the sales representative know if you accept backorders, and give a cancel date. .  
All backorders returned without authorization, will be charged a 10% restocking fee, and the customer will be responsible for the freight charge. Seasonal merchandise is sent even after the season, unless it is cancelled by the customer and must be returned at the customer's expense.

Thank you for your co-operation and should you have any questions, please call, or fax Shirley at 1-330-769-1078, fax 1-330-769-1982

Signature \_\_\_\_\_ Date \_\_\_\_\_ Cust# \_\_\_\_\_