



5180 Greenwich Rd. Seville, OH 44273

Toll Free: 877-745-5050 Fax: 330-769-5566

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

- 1) We ask that 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 may be subject to return at the customer's expense.
- 2) Please note that we only allow one claim per invoice so please go through your entire order before calling in any claims.
- 3) Although we stand by the quality and price of every item, we do not guarantee the "sell-ability" of any item. Undamaged items are subject to a 25% restocking fee and the buyer is responsible for returning the item(s) at their expense.
- 4) **A restocking fee will be applied to returns that meet any of the following criteria:**
 - A) Any item NOT returned in original packaging and/or boxes is subject to a 25% restocking fee.
 - B) If UPC stickers and country of origin stickers are removed from items that are being returned or if items are returned with different pricing and/or tags affixed to them the items are subject to a 30% restocking fee.
 - C) Any sellable items that are not returned in their minimum quantities are subject to a 25% restocking fee.
 - D) Any order that is cancelled by the customer after it has entered the shipping process is subject to a 25% restocking fee. (This includes all seasonal merchandise.)
 - E) Any order that is refused without prior authorization from the seller is subject to a 25% restocking fee.
 - F) If a call tag is used for anything other than the invoice and /or merchandise it was sent to you for a 25% restocking fee may be applied.
 - G) If a call to a buyer with a purchase total resulted in cancellation of products these products are subject to a 25% restocking fee.
- 5) *Because our items are packaged for wholesale they often come in sets or assortments of items. Unfortunately we cannot offer any replacements for damaged or defective items that are part of an assortment or a set. An example would be 1 piece of a 6 piece set or 1 piece of a 12 piece assortment. In these situations we may give credit for the damaged piece within the set or assortment but we are unable to replace just 1 piece of any minimum assortment.*
- 6) All credits will be given via the terms of the original order.
- 7) NO UNAUTHORIZED RETURNS. We ask that you please 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.

Items must be returned in original condition, including OWI/KCC bar code tags...

"US law requires that every article is marked with country of origin as legibly, indelibly, and permanently as possible. Any intentional removal, defacement, destruction, or alteration of a marking of the country of origin, except by end user may result in criminal penalties. "

BACKORDER POLICY

When placing your order, please give a cancel date and let the sales representative know if you accept backorders. All backorders returned without authorization, will be charged a 25% restocking fee, and the customer will be responsible for the freight charge.

Sometimes seasonal merchandise is sent even after the season based on availability unless it is cancelled by the customer and must be returned at the customer's expense. This can be avoided by adding a cancel date to your order at the time it is placed.

Customers are responsible for all items on their show orders once the order is signed. Customers may call with any changes to their show order as long as the order hasn't reached the shipping process. Any items not desired must be returned at the customers' expense and a 25% restocking may be applied.

Thank you for your understanding and cooperation; should you have any questions, please feel free to call our Claims Dept at 877.745.5050 or fax 1.330.769.1623

Signature _____ Date _____ Cust# _____

