

LUWA

Luxury Products



2022 SHIPPING + RETURN POLICY

Shipping

1. Concealed damage must be reported by purchaser to Luwa within 3 business days of delivery for an Return Authorization.
2. If the packaging is visibly damaged in any way, a concealed damage return will not be considered as product should have been refused at the time of receiving from the shipper.
3. Purchaser must contact Luwa to arrange for an RA and provide pictures of concealed damage and packaging. If pictures of packaging are not available, a concealed damage claim will not be considered.
4. Merchandise must be repackaged for shipping, using the original packaging materials.
5. If Luwa approves a return authorization, a copy of the authorization MUST be included with the returned product.
*DO NOT WRITE ON OR ALTER FACTORY PACKAGING AS THIS WILL CAUSE Luwa to refuse return of product.
6. Upon receipt and completion of inspection, Luwa will issue a credit to Purchaser for products deemed approved by inspection team at Luwa.

For any FOB source shipments, Luwa assumes no liability for freight damaged items.

Returns

If you wish to return merchandise to Luwa distributing, product must be in original unopened Factory packaging. Request for return must be submitted within 30 days of original invoice. Requests submitted after 30 days will be denied.

Return Procedure

1. Submit completed return request form (Located on Luwa Dealer Portal at Luwaluxury.com) to returns@luwaluxury.com. Include pictures of all sides of packaging.
2. If request is approved, a return authorization will be provided to purchaser within 3 business days.
3. A copy of Return Authorization must be included with product. Do not write on or alter factory packaging. Purchaser is responsible for return freight. Product received at Luwa without proper documentation or Alterations to factory packaging will be refused.
4. Upon receipt of the merchandise Luwa will inspect the product and, if it is deemed acceptable in Luwa's sole discretion, a credit will be issued to the account. Original freight charge will not be credited.

Will Call

Luwa Distributing, Inc. ("Luwa") delivers all goods in good condition. All will-call/stock items are the responsibility of the dealer **immediately upon signing** for the goods at Luwa's facility.

Delivery

Unless expressly specified otherwise in the relevant Luwa Purchase Order Confirmation, all shipments of goods sold hereunder are sold F.O.B. Luwa's facility. **Upon delivery of merchandise, purchaser must carefully inspect all goods for shortages and/or freight damages.** After delivery, all risk of loss passes to purchaser, with the sole exception of concealed damage Luwa must be notified of within 3 business days of delivery.

Visible Damage

If merchandise is delivered in a visibly damaged condition, **delivery must be REFUSED**. If goods are shipped FOB destination, **any damage must be noted on the freight bill**. A notice of rejection relating to the visible condition of the merchandise upon delivery must be delivered to Luwa within 1 business day of the delivery of the merchandise, and the notice will be handled, in accordance with the following instructions:

1. When merchandise is delivered, purchaser must carefully inspect all goods for damage.
2. Purchaser must refuse all damaged products, if the Purchaser does not find the merchandise to be acceptable.
3. Purchaser must make note of any visible damages and take pictures of goods and packaging.
4. Purchaser must contact Luwa immediately at **800.205.6450** and send a new PO and pictures of all damage to **returns@luwaluxury.com**.
5. A credit for returned merchandise, including only non- shipping fees, will be issued by Luwa upon receipt and inspection of merchandise.

If, within 1 business day of delivery, Luwa has not receive a notice of rejection, any merchandise delivered shall be deemed to be accepted as to its visible condition.

Concealed Damage

Concealed damage must be reported to Luwa within 3 business days of delivery for an RA number to be issued. Any merchandise delivered shall be deemed to be accepted by the purchaser as conforming with the applicable purchase order in all respects if, within 5 days of delivery, Luwa has not received a notice of canceled/claim. The remedy for a reported concealed damages shall be replacement of product, in Luwa's sole discretion. All returns requested on the basis of concealed damage to merchandise must be made, and the damage report will be handled, in accordance with the following instructions:

1. Concealed damage must be reported by purchaser to Luwa within 3 business days of delivery for an return authorization to be issued.
2. **If the packaging is visibly damaged in any way, a concealed damage return will not be considered.** As the product should have been refused at the time of receiving.
3. Purchaser must re-box the merchandise for shipping, using the original packaging materials.
4. Purchaser must contact Luwa to request an RA and must provide pictures of concealed damage and packaging.
5. If Luwa issues the RA, Purchaser must write the Luwa RA # on the shipping label.
6. A credit will be issued to Purchaser by Luwa for returned merchandise upon acceptance of the RA and receipt of the merchandise.

For all FOB source shipments, Luwa assumes no liability for freight damaged items transported by any freight carrier other than Luwa's own delivery vehicle. All inspections must occur at point of delivery.

Custom & Special Orders

All custom or special order (all color products are considered special order) merchandise is non-returnable under any circumstances.

New and Unused Merchandise

Subject to restocking charges as described below, Luwa may, in its sole discretion, accept the return of new and unused merchandise.

Return Procedure for New and Unused Merchandise:

1. Email [Returns@luwaluxury.com](mailto>Returns@luwaluxury.com) if you wish to return new and unused merchandise and our Returns Department will respond with your instructions within 2 business days. Follow the instructions & return.
2. Keep new merchandise in its original condition. This includes: packaging, documentation, warranty cards, manuals and accessories. Do not cover the original manufacture branding/labeling on the box.
3. Write the Luwa RA # on the shipping label. DO NOT HANDWRITE ON BOX, this will not be accepted for return. Dealer is responsible for any return freight.
4. Upon receipt of the merchandise Luwa will inspect the product and, if it is deemed acceptable in Luwa's sole discretion, issue credit to the account. Original freight charge will not be credited.

Restocking Charges

When goods may be returned as provided above, restocking charges will apply. Restocking Charges are calculated on the invoice price as of the date of delivery, based on the following:

Restocking Charge Percentage	Essential Requirements
For Will Call/Stock Goods (non-stock and custom items excluded) 15% restocking charge.	Must be returned within 30 days of date of invoice. Must be in original packaging. No exceptions.

- Products deemed used by Luwa (including display items) are not available for return.
- Products must be received at Luwa with 20 days of return authorization approval.
- All issued RA's will expire 30 days from the date of approval.
- Merchandise | Products will not be returned once an RA is closed.

Dealer Signature

Date

Territory Manager

Date

LUWA

Luxury Products

 HESTAN

 Perlick

 Vent-A-Hood

 ILVE

 KINDRED
OUTDOORS + SURROUNDS
A BOBBI Brand

 PLUM

 LOC
O U T D O O R

WAREHOUSE
18 - 42nd St NW
Auburn, WA 98001

STUDIO
13500 Bel-Red Rd, Ste 1A
Bellevue, WA 98005

800.205.6450

LUWALUXURY.COM