

## Damage Return Policy

Dear Vendor:

Glik's has been in business for over 121 years. We have built a strong relationship with both our customers and vendors. Below is our Damage Return Policy that has been in effect since 1997.

Apparel retailing has many challenges and one of those is customer satisfaction and quality control. At Glik's, if a customer has made a purchase and the product has not performed up to standards, Glik's will accept the customer's return. Our Return Department then processes the product to determine whether it is a vendor quality problem or customer abuse. If the problem is vendor quality, we will request for return of the merchandise. The return request will be sent for the cost of the merchandise plus freight. A RA# is expected within 30 days of the request.

Vendors can do the following:

1. Send a RA# and the damaged product will be returned plus freight. The request must be received in 30 days.
2. After 30 days, a credit memo will go against the next invoice and the merchandise will be rummaged.
3. Vendor can negotiate with the Buyer for a permanent damage allowance. This allowance will be taken off of each invoice total.
4. Return Authorizations may be mailed, faxed, or e-mailed to Glik's. Our preferred method is e-mail.

Email address for damages: [returns@gliks.com](mailto:returns@gliks.com). If you have an e-mail address for your damage/returns area, please e-mail it to this e-mail address so our records may be updated.