



Returned Product Policy

POLICY GUIDELINES

A Return Authorization (RA) must be requested from Dealer Services, Order Desk or Customer Solutions Department of WOLF STEEL LTD (WSL). Once requested, your claim will be reviewed, and if accepted, a Return Authorization number will be issued. Please quote this number any time you inquire about your claim.

- a) Any returned product that is sent to Wolf Steel without prior authorization (an RA Number) will be refused and returned, freight collect.
- b) Any product returned must be forwarded in the original packaging via ground delivery, as advised by WOLF STEEL LTD.
- c) All product must be returned to WSL within 30 calendar days from the day that the RA was issued in order to qualify for possible replacement or credit.
- d) Return Authorizations, replacements (subject to inspection of returned items, including their packaging) and shipping method/cost is always at the sole discretion of WSL.
- e) Return Authorization number must be prominently written on all paperwork when packaging product for return.

INFORMATION REQUIRED

The following information is required in order to obtain a Return Authorization:

- a) Part/Unit number
- b) Invoice number(s) of original shipment and/or the replacement part(s)
- c) Exact quantity to be returned
- d) Reason for return

RETURN CLASSIFICATION GUIDELINES

Returned and Reworked Products under Warranty are classified and processed under the following guidelines:

- a) Product under warranty, deemed functioning to design specifications: If the product is determined to be free of defects or not under warranty, it will be returned to the customer, who will be invoiced for any rework and handling charges including repackaging and freight costs. The customer is notified and asked if they wish to have the goods returned collect. If no response is received after 5 working days the parts will be scrapped.
 - *NO CREDIT IS ISSUED*
- b) Product under warranty showing defect(s) caused by improper handling or installation: The customer is notified and the product is scrapped, unless otherwise instructed by the customer.
 - *NO CREDIT ISSUED and handling charges will apply*
- c) Product under warranty which is defective.
 - *Product is repaired/replaced or credit issued at the discretion of WOLF STEEL LTD.*
 - Product shipped to replace defective merchandise will be invoiced at regular prices and a credit will be issued upon return of defective product, subject to inspection.
- d) Product no longer under warranty and with no salvageable value: The product will be scrapped unless otherwise instructed by the customer. Return shipping charges are the responsibility of the customer.
 - *NO CREDIT ISSUED*

QUALIFYING PRODUCT

The following is a summary of what may be returned/Credited under the current policy without restocking fees charges

- a) Error at the time of order by WSL
- b) The product has clearly been damaged due to shipping (if product was shipped directly from WSL-see freight policy for details)
 - i. Shipping Damage must be reported to WOLF STEEL LTD. within 24 hours of receiving the product from WSL. The shipping slip of the freight company must have a note of the damage.
- c) The product has concealed damage due to inadequate packaging
 - i. Concealed damage must be reported within 30 calendar days from the initial shipment date from WSL.
- d) The product has a defect
- e) The product is requested by WSL to be returned for a quality control reason

Under rare instances and only with an approved Return Authorization from WOLF STEEL LTD., a customer may request the return of overstock product. Wolf Steel is under no obligation to accept returns related to overstock.

The following conditions will apply:

- a) The product must be current (must have been purchased in the last 30 days) and must be in resalable condition. (This applies to both the product and the packaging with no visible markings.)
- b) If found in defective condition, the customer will be notified and the product will be scrapped, unless otherwise instructed by the customer, and no credit will be issued any handling charges including freight costs will be invoiced
- c) If found to be in good condition, a credit will be issued, less 35% restocking charge, return freight cost and any other charge incurred for processing.

The above conditions will not apply to outdated or discontinued product either distributed or manufactured by WOLF STEEL LTD.