



RETURN (RMA) PROCESS OUTLINE - EXTERNAL

We understand from time to time you may purchase items that need to be exchanged or refunded and we take pride in on **our reasonable and customer-centric return policy**.

However, there are certain items we sell that are unable to be returned due to their specialized use or characteristics. The following items/reasons **DO NOT** qualify for possible return/exchange/refund:

- Any installed product.
- The buyer signed for a package that was clearly damaged.
- The package arrived later than expected.
- The buyer expected parts that were not expressly included in the items listing/product drawing.

Qualifying Reasons for Return:

- The product arrived damaged due to poor packaging.
- The product you received was not the product/part number ordered.
- The package was refused by you due to damage in the shipping process

Return Requirements:

*Qualifying returns must be requested **within (30) days** of the original delivery date*

- Items must be in brand new, mint condition.
- Returned products must be in original packaging with all packaging materials.

If you feel that your item(s) qualify for a return, please contact our Warranty Department at rma@ggschmitt.com. We request you provide photos reflecting any claimed damage to the product(s)/packaging at the time of your initial request. Additionally, we will require an order number, purchase date & packing slip number. We will do our best to resolve your issue promptly.

In the event our Warranty Department has deemed your claim qualifies for return, you will be provided an RMA# (Returns Authorization Number) and any further return/shipment instructions. **PLEASE NOTE:**

- You must acquire an RMA# from GG Schmitt & Sons PRIOR to returning any items.
- The issued RMA# will only be good for (10) business days. After the (10) day period, the number will expire and any shipment will be rejected.
- If an item is shipped back with an expired RMA# the package will be refused and the customer will be liable for any shipping costs incurred.
- If a product is sent back without an approved RMA# it will be rejected.



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Product(s) returned to GG Schmitt & Sons may or may not be eligible for a refund/replacement. Please see our FAQ's Page for additional information relating to returns.

Return Policy Abuse

GG Schmitt & Sons reserves the right to refuse service to anyone suspected of abusing any GG Schmitt & Sons policy.

Retail Returns

- Please request the return by emailing adecker@ggschmitt.com
- You will be sent a return label to ship the item to GG Schmitt
- Item is inspected by quality control for damage/abuse
- Customer is issued a refund less shipping cost and 10% re stocking fee if return is initiated by customer for any reason EXCEPT if they received the wrong item or a damaged Item.