



## IMPORTANT INFORMATION REGARDING INPRO'S RETURN POLICY

### *Please, Inspect First!*

As soon as you receive your Inpro products, it is your responsibility to count all boxes and inspect for visible damage or shortages **before** signing the UPS Registry or Bill of Lading. Damage should be noted on the Bill of Lading. **Report all product damage or shortages within 10 days of receiving shipment.** Call a Customer Care Specialist at *800-437-2698* or email [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com)

## **UPDATED PRODUCT RETURN POLICY** (*effective 4/19/2022*)

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1. Custom and Non-Stocked products are not returnable. Custom and Non-Stocked products include Non-Stocked heights, lengths and colors; Custom cuts, bends, colors, fabricated and designed product which are non-returnable/non-refundable.
2. Due to the custom nature of JointMaster products the following items are non-returnable; fire blankets, factory transitions, bellow systems, foam systems and compression seals.
3. Ricochet flexible wall covering is only accepted in full rolls (15LY). Return requests for quantities > 150 LY (10 rolls) require special advance approval. Ricochet must be returned in the original box packaging.
4. All other returns are at the discretion of Inpro, and are reviewed on an individual order basis. Some of the factors considered are color, style and quantities of the production run.
5. **All requests to return product must be made within 60 days of the invoice date.**
6. Contact a Customer Care Specialist, 800.437.2698 or [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com), to initiate a request for a Return Authorization.
7. If the return is approved, authorization paperwork will be sent to you. The paperwork will include: Request to Return Material form, RMA label, bill of lading and/or call tags (for UPS only), as applicable. Inpro can organize the shipping and pick up by the appropriate carrier or you may use your contracted carrier for lower shipping costs. If Inpro arranges pick-up with our preferred carrier, return shipping costs will be charged.
  - a. **A restocking fee will be charge.** The restocking fee is based on the number of days which have elapsed between the date the material invoiced and the date when your returned material is physically received by Inpro. Ricochet flexible wall covering is an exception and a 40% restock fee will be charged.

1-10 days = 20% + shipping	11-30 days = 30% + shipping
31-59 days = 40% + shipping	<b>60 days and over = No returns accepted</b>
  - b. **Product must be returned and received by Inpro in good condition and pass our quality inspection.** Damaged product will not be credited. Do not apply tape to the product. Processing may take up to 6 weeks. A Customer Care Specialist will notify you of the inspection results.
  - c. **Product for return must be accompanied by all completed paperwork and the return authorization # must be marked on the returned item packaging.**
  - d. **Unauthorized returned product will not be processed. No collect shipments will be accepted.**

Please call a Customer Care Specialist, *800-437-2698* or email [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com) for assistance.