

COMMERCIAL WHOLESALE RETURN POLICY

Company Name: _____

Effective Date: _____

1. RETURN AUTHORIZATION REQUIREMENTS

No wholesale merchandise returns will be accepted without a prior written Return Merchandise Authorization (RMA) number issued by the Seller. Buyers must request an RMA number within _____ calendar days from the date of delivery. Unscheduled or unauthorized deliveries will be refused at the receiver's dock and returned to the Buyer at the Buyer's sole expense.

2. ELIGIBLE CONDITIONS FOR RETURN

Returns will only be considered under the following conditions:

- **Manufacturer Defects:** Defective items must be reported within _____ days of receipt.
- **Shipping Errors:** Discrepancies in shipment quantity or incorrect items must be reported within _____ days of receipt.
- **Unopened Inventory:** Overstock returns must be in original, unopened, undamaged packaging, and in resalable condition.

3. NON-RETURNABLE ITEMS

The following items are strictly non-returnable and non-refundable:

- Custom, specialized, or custom-manufactured orders.
- Items sold under clearance, liquidation, or final sale terms.
- Merchandise that has been modified, damaged, or partially consumed by the Buyer or end-user.

4. RESTOCKING FEES

All approved non-defective returns are subject to a restocking fee of _____ % of the total purchase invoice value. This fee will be deducted from the final credit memo issued to the Buyer.

5. SHIPPING AND FREIGHT COSTS

The Buyer is responsible for all shipping, freight, duties, and handling charges associated with returning the merchandise to the designated distribution facility, except in cases of proven manufacturer defect or shipping errors made directly by the Seller. It is recommended that the Buyer utilize a trackable shipping method with adequate shipping insurance.

6. REFUND AND CREDIT ISSUANCE

Approved returns will be credited to the Buyer's wholesale account in the form of a credit memo to be applied against future wholesale purchases. Cash refunds will not be issued. Credits will be processed within _____ business days after the returned merchandise has been received, inspected, and verified by the quality assurance department.

7. GOVERNING LAW

This Wholesale Return Policy is governed by and construed in accordance with the laws of the State/Jurisdiction of _____, without regard to conflict of law principles.

Authorized Seller Signature

Date

Authorized Buyer Signature

Date