

MEL NORTHEY

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SHIPPING AND RETURN POLICY

DAMAGED OR LOST MERCHANDISE

All merchandise should be examined for damage or shortage at time of delivery. When a loss or damage occurs, the carrier is held responsible. Therefore, all damage/loss claims should be noted to the carrier and to Mel Northey CO., Inc. Within 48 hour period of receipt of merchandise.

DO NOT REFUSE TO ACCEPT SHIPMENT

This will cause you to incur unnecessary expense in returning damaged merchandise and will not properly document the carrier's fault. All damage claims will be filed by Mel Northey CO., Inc. In order to expedite the shipment of new merchandise to you. Failure to notify carrier and Mel Northey CO., Inc. within 48 hours can result in loss of rights to file for claim.

RETURN POLICY

Prior arrangements for returns must be made with Mel Northey Co., Inc. before we can accept returned merchandise. You will then receive a Return of Goods Authorization (RGA) number. All returned boxes must be labeled with RGA number to insure proper credit. There will be a 15% restocking charge on all returned merchandise for credit or exchange, that the error was not the fault of Mel Northey co., Inc. A 25% restocking charge will be charged for returns which does not have a confirmed RGA number. All returns must be made within 30 day from receipt of material. All returns must be shipped at customer expense. All restocking charges and cost of return freight will be deducted from credit issued.