



CSW Industrials Companies

## RETURN POLICY

In order to accept the product return, the following must be met:

- **There will need to be an off-setting, (new purchase order), placed that is equal to 10% over the return value.**
- Please send the off-setting order to [orders@rectorseal.com](mailto:orders@rectorseal.com) and provide the PO#.
- Product must be returned in clean, sellable condition, in original boxes; full case quantity, no broken cases.
- For surplus returns/rebalances please be sure to provide the original PO and verify that the order date is no older than one year.
- The RGA will have to be approved prior to being issued and will be processed after the off-setting order is received.
- Once the RGA is processed, the customer will have 30-days to return the items. After that the RGA will be cancelled.
- Customer is responsible for return freight if return is related to stocking changes.

Thank you for choosing RectorSeal and partnering with us on these policies.

Sincerely,

Ashley Gibson - Customer Credits Supervisor

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