



Consolidated Inventory Supply, Inc.
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Return Merchandise Procedure

When returning merchandise, we would kindly ask you to follow these instructions (unless you are advised otherwise in writing by us). This process is intended to expedite any return of merchandise for your benefit and ours. Please note that any deviation from these instructions may result in additional handling and shipping charges. Any such charges will be deducted directly from the credit note. Please also note that acceptable items returned after 30 days will be assessed with a 25% restocking fee. Acceptable items over 60 days will be assessed with a 30% restocking fee. Acceptable items over 90 days will be assessed a 50 % restocking fee. No refunds for items over 90 days.

- Request and print a copy of the RMA Return Form.
- Obtain an RMA number from any customer service representatives (CSRs) within 30 days of purchase, to initiate the process. At that time, we will take your full details. We may ask you to send us images of the merchandise via e-mail. Please see list of non-returnable items.
- Please allow us 48 hours to give you authorization in writing to return any merchandise to us. We reserve the right at our sole discretion to determine the most appropriate course of action.
 - Clearly mark the RMA number on the outside of the package.
 - Ship the goods directly to our facility. Our RMA Return Form includes a shipping label that you can affix to the package.
 - Prepay the shipment. You must return the goods to us on a prepaid basis. If we instruct you to ship to us as freight collect in order to assist you with a return, we will bill you for these freight charges.
- All goods must be in the original packaging (if applicable). They must be new in re-sellable condition in order to receive full credit.

- If you have ordered the merchandise in error, you will be expected to pay all outgoing and return freight costs.
- If we have shipped the goods in error, we will include a credit for return freight. We will also accept responsibility for paying the freight charges for the replacement parts.
- Please allow 5 to 7 business days to process your claim after the returned goods have been received at our facility.

* Non-returnable parts include opened kits (gasket/seal, O-rings or bearing), wiring harnesses, batteries, electronics, electrical parts or electrical components, filters or elements that original packaging seal has been broken, paint, chemicals, items removed from sealed packaging, special-order parts, and special made parts.

* Major components, either hydraulic, powertrain or other, cannot be returned without expressed written consent from the parts department management. Please do not return any major components without this prior consent, as the shipment will be rejected.

* All parts are subject to inspection upon receipt. Items that are found to be used, damaged, or otherwise not acceptable for return will be held for 7 working days to allow customer to make arrangements for final disposition. **CIS will not assume any responsibility for rejected parts beyond 7 days.**

Consolidated Inventory Supply, Inc., reserves the right to qualify any claim and to discontinue and / or modify this procedure at any time, for any reason.