

**WIRECO WORLDGROUP'S RETURN GOODS POLICY****For product sold to U.S. customers only**[www.wirecoworldgroup.com](http://www.wirecoworldgroup.com)

**WireCo WorldGroup reserves the right to decline an item requested to be returned.**

**I. RETURNS FOR SERVICE EVALUATION - AUTHORIZATION FOR A CASE NUMBER**

The original purchaser must request authorization to return a sample for an evaluation by contacting their District Sales Manager to obtain a Case number. Any sample returned to Wireco Worldgroup must have the Case number clearly marked on the shipping label and the Case number must be attached to each sample being returned.

Samples returned without a Case number will be refused & the customer is liable for delivery, storage, and return freight charges.

**A. RETURN POLICY FOR SERVICE EVALUATION**

1. Obtain a Case number from your District Sales Manager. Apply the case number, as well as the lot number, to each sample being returned. .
2. All samples must be shipped prepaid by the customer and all other charges, such as customs duties, should also be prepaid by the customer.
- 3 The Wireco WorldGroup Engineering department will evaluate samples upon receipt of material with the Case number applied as noted above.
4. If a quality issue is found, the resulting credit will be based on the amount of service received and the original amount invoiced.
5. Any warranty, expressed or implied as to the quality, performance or fitness for use of our products is always premised on the condition that the published strengths apply only to new, unused product, that the mechanical equipment on which such products are used is properly designed and maintained, that such products are properly stored, handled, used and maintained, and properly inspected on a regular basis during the period of use. Seller shall not be liable under any circumstances for consequential or incidental damages or secondary charges including but not limited to personal injury, labor costs, a loss of profits resulting from the use of said products or from said products being incorporated in or becoming a component of any other product.

**II. RETURNS OF NEW PRODUCT - AUTHORIZATION FOR A RMA NUMBER**

The original purchaser must request authorization to return goods by obtaining a Return Merchandise Authorization (RMA) number through their WireCo WorldGroup representative (i.e. District Sales Manager, Distribution Center Manager, or Customer Service Representative). The RMA number will be valid for 60 days if issued. Any product returned must have the RMA number clearly marked on the shipping label and the RMA number must be attached to the returned item[s].

Returns without a RMA number will be refused & the customer is liable for delivery, storage, and return freight charges. No credit will be authorized.

**A. CUSTOMER'S REQUEST TO RETURN NEW PRODUCT**

1. Obtain RMA number and apply number to the item being returned along with lot number.
2. Upon receipt of the item a re-stocking fee of 15% to 30% plus freight costs incurred for the original delivery may be applied to the return credit.
3. Customer is responsible for freight charges.
4. Items must be returned within 1 year of invoice date.
5. Returned items must be in new condition for a credit to be issued. .
6. Credit for return will be based on the original amount billed or the current price, whichever is lower.

**B. RETURN NEW PRODUCT DUE TO ISSUE WITH WIRECO'S ORDER ENTRY OR SHIPPING**

1. Obtain RMA number and apply number to the item being returned along with lot number.
2. No re-stocking fee applies.
3. An authorized Wireco freight carrier must be used for the return. Click on the routing guide link \*\*for a list of carriers in your area.
4. Items must be returned within 60 days of the invoice date.
5. Returned items must be in new condition for a credit to be issued.
6. Credit for return will be based on the original amount invoiced.