



R. F. FAGER RETURN POLICY

At the R.F. Fager Company, we strive to ensure our customers are satisfied with their purchases. If you're not completely satisfied, please review our return policy below. If you have any questions or need assistance with a return, please contact your **sales representative** first or our customer service team:

R. F. Fager Company

717-761-0660

reverselog@rffager.com

www.rffager.com

STOCK PRODUCTS

Eligibility for Return:

- Product must be purchased within the last 30 days.
- Items must be in resalable condition—unused, in original packaging, with all tags and accessories included.

Return Process:

- **Walk-In Returns:**
 - Customers may return stock products over the counter at our retail locations.
 - Please bring a copy of your receipt and the original packaging if available.
- **Delivery Pickup Returns:**
 - To return stock products that require a delivery pickup, **contact your sales representative to initiate**, or our customer service team at 717-761-0660.
 - Request a pickup delivery and receive confirmation along with a return authorization number. Pictures may be required before a pickup is approved.
 - Include a copy of the return document sent from customer service with your returned item.

Damages, Shortages, and Discrepancies:

- Must be reported within 48 hours of receiving the item.
- Failure to report in a timely manner may affect eligibility for return.
- Pictures may be required.

NON-STOCK PRODUCTS

Eligibility for Return:

- Non-stock products must be returned within 30 days of the date of purchase.

- All returns must be approved in advance.

Authorization Process:

- Contact your **sales representative** or customer service at 717-761-0660 to obtain prior return authorization from the vendor.
- Non-stock item returns cannot be processed without prior authorization.

Restocking Fee:

A minimum of 35% restocking fee may be applied to approved returns of non-stock products. Please contact your sales representative for details.

Delivery Pickup Returns for Non-Stock Products:

- Contact your **sales representative** or customer service for instructions and to receive a return authorization number. Pictures may be required before a pickup is approved.
- Include a copy of the return authorization in your return shipment.

Damages, Shortages, and Discrepancies:

- Must be reported within 48 hours of receiving the product.
- Pictures may be required.

ELECTRICAL EQUIPMENT

- Due to the specialized nature of electrical equipment, all sales of these items are **final**. Electrical products cannot be returned or exchanged. We encourage customers to verify specifications and suitability before purchase.

DEFECTIVE PRODUCTS

- All defective products will be processed according to the manufacturer's warranty procedure.
- Contact your **sales representative** or customer service for guidance on how to proceed with warranty claims.

GENERAL INFORMATION

Refunds:

- Once the returned item is received and confirmed to be in proper condition, refunds will be processed back to the original payment method, minus any applicable restocking fees. *(Most items will take 1 to 2 weeks to process. Some non-stock items and/or warranties can take up to 15 – 30 days to process.)*

Shipping Costs:

- Return shipping costs are the responsibility of the customer unless the return is due to an error on our part.

Exclusions:

- Items that have exceeded the vendor's return terms will be denied.
- Exceptions may apply if R.F. Fager Company is at fault.

Thank you for shopping with R.F. Fager Company!