

# **Trowels.Com™ Company Return Policy**

In order to receive any credit for returned merchandise, all of the following requirements must be met in order for the credit request to be processed and approved:

All merchandise returned must have been purchased within the previous 30 days including invoices for proof of purchase.

All merchandise must be returned in original box.

All merchandise must be returned in boxed quantities.

All merchandise cannot have any tags, prices, stickers, markings or identification of any type except original tag. Merchandise returned with any marking, ect., will receive no credit.

All merchandise must be in merchandise ready condition, meaning the merchandise can go back into stock immediately with no markings, no dust, dirt, grime and in original box also in excellent condition.

All merchandise accepted for return will be assessed a 15% restocking fee. No exception.

If an item is thought to be defective, the customer needs to call for RMA. Trowels.Com and or manufacturer will determine if the item is defective and send a replacement at no charge, if defective.

The customer is responsible and will incur freight to Trowels.Com™.

Any merchandise not meeting the above requirements will be destroyed. Customer may request unapproved merchandise return to them in written form and incur freight back to customer.