

1. Material returns will be accepted only with prior written authorization and within 30 days of purchase. Returns may be subject to a 15% restocking charge. You must contact Wensco for a *Returned Material Authorization* (RMA) Number. Be prepared to supply the invoice number, date purchased, quantity to be returned, part number(s), reason for wanting to return the material, and product manufacture date, if applicable.
2. Returned product must be in original packaging, undamaged, and unused in any way. Software may only be returned if unopened. Special orders and all cut materials are not returnable unless determined to be defective.
3. Materials ordered by mistake may be returned by you, providing that you have obtained an RMA Number. A 15% restocking charge may apply.
4. Any errors in shipment, pricing, or claims for lost or damaged product must be reported within 3 business days of receipt. Damaged product may only be returned with prior written authorization. Damaged or defective product may be replaced or credited at our discretion.
5. With the exception of certain electrical products, credit will be issued within 24 hours of return to Wensco. Customer is responsible for return shipping costs.
6. Defective Materials:
 - Individual product warranties are available only when supplied by the manufacturer and are subject to the policies of the product manufacturer.
 - Certain electrical products must be tested by the manufacturer. An RMA is only an authorization to return product for inspection. Customer credit will be issued upon approval or receipt of a credit from the manufacturer.
 - If the defective material was not purchased from us, we will supply a replacement product. If a replacement is not available or desired, we will credit 50% of the current selling price.
7. Cash refunds will only be given if the original purchase was paid with cash, or upon approval from the accounting department.