



A division of PFS, Inc.

Return of Goods Policy: Paper

- Requests for Return of Goods Authorizations must be made within 30 days of material's shipment. PFS, Inc. will solely determine the eligibility to return any materials.
- Customized products may not be returned for credit.
- Any items returned to PFS, Inc. must be accompanied by completed Return of Goods Authorization form, original packing slip, and a signed copy of this policy. All documentation must be faxed to PFS, Inc. at (210)494-5789 prior to return shipment. **Any items returned to us without a Return of Goods Authorization Form and this policy will be refused.**
- All items to be returned must meet the following criteria:
 - Items must be in original packaging. If the items were shipped on a pallet, they must be returned that way. It is the returning party's responsibility to arrange for shipment to PFS, Inc. Shipment to PFS, Inc. will be at the returning party's expense. Any items shipped C.O.D will be refused and any further return attempts or requests for refunds will be denied.*
- Credit will be applied to the returning party's account under the following conditions: credit will be given on materials only as determined by PFS, Inc. upon our receipt and inspection. Any freight damage will be the responsibility of the returning party and will merit a reduction in the amount to be credited. A restocking fee of 25% of the original purchase price may be applied.

Please complete the fields below, and fax a copy of this policy to PFS, Inc. at (210)494-5789.

By signing this document, I acknowledge that I understand my responsibilities as the returning part and that I have read and understand all of the terms above.

Authorized Name (print)_____

Authorized Signature_____

Date_____

