



A division of PFS, Inc.

Return of Goods Policy: Steel

- 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 material.
- Customized items are not eligible to be returned for credit.
- Any items returned to PFS, Inc. must be accompanied with 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 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, shrink-wrapped and banded, they must be returned in this manner and according to freight line requirements. 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. Anything 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 **material 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 will be applied to all credits.

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

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

Authorized Name (print) _____

Authorized Signature _____

Date _____