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## Return and Restock Policy

### **To All Customers:**

IGC is committed to the success and profitability of all of our customers and we gladly accept your returns within our policy. We all know that glass returns add significant costs and waste to our businesses including breakage, duplicate handling, extra paperwork, accounting discrepancies and lost productivity. Due to these issues, we have some guidelines for your review.

### **The following is our Updated ARG Return Policy:**

- Please return parts as soon as possible.
- Drivers cannot pick-up parts without a return request receipt.
- If the product came in a box or sleeve it must be returned in its original packaging.
- All parts must be clean and in re-sellable condition. No parts with primer or urethane will be accepted.
- No returns on bulk orders
- No returns on Buyout parts.
- Parts with clearly visible manufacturer's defects will receive full credit.
- Customers have 48 hours to report broken, chipped, scratched or any other damaged glass for credit consideration. After 48 hours we will not issue credit on any damaged parts.
- Any excessive levels of returns may be subject to a permanent re-stocking fee or All Sales Final policy.
- Parts returned after 30 days of sale will be charged a 15% re-stocking fee.**
- No returns accepted after 60 days.**

We thank you and appreciate your business,

Import Glass Corp.