



IMPORTANT INFORMATION REGARDING INPRO'S RETURN POLICY

Please, Inspect First!

As soon as you receive your Inpro products, it is your responsibility to count all boxes and inspect for visible damage or shortages **before** signing acceptance forms from your mail courier. Damage should be noted on the Bill of Lading. **Report all product damage or shortages within 10 days of receiving shipment.** Email customerservice@inprocorp.com with photo documentation of damage.

PRODUCT RETURN POLICY *(effective 4/19/2022)*

1. Custom and Non-Stocked products are not returnable. Custom and Non-Stocked products include Non-Stocked heights, lengths and colors; Custom cuts, bends, colors, fabricated and designed product which are non-returnable/non-refundable.
2. Due to the custom nature of JointMaster products the following items are non-returnable; fire blankets, factory transitions, bellow systems, foam systems and compression seals.
3. Ricochet flexible wall covering is only accepted in full rolls (15LY). Return requests for quantities > 150 LY (10 rolls) require special advance approval. Ricochet must be returned in the original box packaging.
4. All other returns are at the discretion of Inpro, and are reviewed on an individual order basis. Some of the factors considered are color, style and quantities of the production run.
5. **All requests to return product must be made within 60 days of the invoice date.**
6. Email customerservice@inprocorp.com, with photo documentation of product to initiate a request for a Return Authorization.
7. If the return is approved, authorization paperwork will be sent to you. The paperwork will include: Request to Return Material form, RMA label, bill of lading and/or call tags, as applicable. Inpro will organize the shipping and pick up by the appropriate carrier.
 - a. **A restocking fee will be charged** in addition to the return shipping costs. The restocking fee is based on the number of days which have elapsed between the date the material invoiced and the date when your returned material is physically received by Inpro. Ricochet flexible wall covering is an exception and a 40% restock fee will be charged. Stock stainless steel corner guards are an exception and a 25% restock fee from 1-30 days will be charged; no returns accepted after 30 days.

1-10 days = 20% + shipping	11-30 days = 30% + shipping
31-59 days = 40% + shipping	60 days and over = No returns accepted
 - b. **Product must be returned and received by Inpro in good condition and pass our quality inspection.** Damaged product will not be credited. Do not apply tape to the product. Processing may take up to 6 weeks. A Customer Care Specialist will notify you of the inspection results.
 - c. **Product for return must be accompanied by all completed paperwork.**
 - d. **Unauthorized returned product will not be processed.** No collect shipments will be accepted.

Please email customerservice@inprocorp.com for assistance.