



L.H. Dottie Company

6131 So. Garfield Avenue, Commerce, CA 90040

Phone (323) 725-1000 Fax (323) 721-0000

lhdottie.com

Guarantee to Sell / Shortage Claims Cancellations / Ordered in Error Warranty / Defective / Damaged

*******Policies and Procedures*******

LH Dottie RMA Department: Phone: (323) 213-4778 Fax: (323) 213-4877

Outlined is our updated RMA policy covering product returns for any number of reasons.

Guarantee to Sell (GTS):

Dottie **cataloged** products carry a one year guarantee to sell with the exception of shelf life products which carry a six month guarantee to sell. Non shelf life products that are **beyond** our one year GTS will be charged a 20% repackaging charge when returned. Shelf life products may be returned within six months from the date of purchase. No shelf life products are eligible for return beyond six months.

Shelf Life and Non-Shelf Life products returned at any time up to the six month maximum (Shelf Life) and one year maximum (Non-Shelf Life) that are determined to be in non resalable condition will be subject to a 20% repackaging charge. Product must be packed in the **original unbroken packaging** or it will not be accepted. Special Ordered product must be agreed upon at the issuing of a purchase order to be Non Cancelable, Non Returnable under any circumstances.

When requesting a **(GTS)** RMA, contact our Customer Service or RMA department. A request number will be generated and a copy of the request will be issued to you. **The request number is in no way a credit or authorization to deduct and will not be accepted as a way of making a deduction for the Guarantee to Sell (GTS) product request. Not all items requested to be returned will be authorized per our GTS Policy.**

An RMA will be issued linked to your request number within one week. The RMA will only list the authorized product to be returned. If product is returned that was not listed on the original RMA it will be considered unapproved and no credit will be issued. You will be contacted asking how you would like us to handle the unapproved product sent to us in error. If you want the unapproved product returned to you it will be sent back freight collect. If you do not want the material we will dispose of it and no credit will be issued. You must respond to our request within one week or the material will be disposed of and no credit will be issued.

Shortage Claims:

Claims must be made within five days of the receipt of your order. Contact our Customer Service or RMA Department. Either department will ask a series of questions to complete a claim form. A claim number will be generated and a copy of the claim form will be issued to you. **The claim form is in no way a credit or authorization to deduct and will not be accepted as a way of making a deduction for the Shorted product claimed.** Once an investigation has been completed (approximately one week) you will be notified on the status of your claim.

Canceled / Ordered in Error:

When requesting an RMA for product ordered in error or product cancellations, contact our Customer Service or RMA department. A request number will be generated and a copy of the request will be issued to you. **The request number is in no way a credit or authorization to deduct and will not be accepted as a way of making a deduction for material cancelled or ordered in error.** An RMA will be issued linked to your request number within one week. **Product ordered in error or product cancellations will be charged a 10% handling fee if the material returned is in resalable condition. If it is determined that the product is not in resalable condition a 10% handling fee and a 20% repackaging charge will be applied.**

Warranty, Defective, or Damaged Claims:

Contact our Customer Service or RMA department. Either department will ask a series of questions to complete a claim form. A claim form number will be generated and a copy of the claim form will be issued to you and a copy will be issued to your sales representative. **The claim form is in no way a credit or authorization to deduct and will not be accepted as a way of making a deduction for the Warranted, Defective, or Damaged product claimed.** This form will contain the information necessary to process your Warranty, Defective, or Damaged claim.

No claim will be processed without the material being inspected by a Dottie representative. Our representative must sign the claim form verifying the referenced material is Defective, Damaged, or covered by the Warranty period. The applicable warranty period is the 90 days following the date of purchase by the retail purchaser. No warranty claim will be honored unless an invoice or other dated proof of purchase is provided by the Dottie wholesaler and the retail customer. This warranty does not cover ordinary wear & tear, abuse, misuse or overloading. The product must then be removed by a Dottie representative. Credit or Authorization to deduct will be issued when the completed claim form is returned by our sales representative to the Dottie Company.