



TIME REQUIREMENT

Products may be returned within 90 days of delivery [Exceptions: Chemicals are subject to date code expiration; Equipment subject to manufacturer's warranty and service agreement]. The return of product is subject to inventory availability (i.e. if product has been discontinued, return will be denied). Orders exceeding six months from date of delivery are not returnable.

INVOICE

All returns require an invoice; drivers not permitted to pick-up product without an invoice.

CHEMICALS

Leaking chemicals can not be returned via Conley Transportation per DOT regulations.

ORIGINAL PACKAGING

Product must be returned in original packaging with manufacturer's seal in tact. Also, there can be no writing on packaging (original condition). Exception: Defective merchandise.

BROKEN CASES

Broken cases are not returnable. In addition, cases that are returned will be held for inspection upon return to warehouse; those that are considered to be broken cases will be denied.

UPS AND 2ND SOURCE DELIVERIES

UPS and 2nd Source Deliveries are subject to return freight charges (applicable when Conley Transportation is not utilized).

SPECIAL ORDERS

Due to the nature of Special orders (products are not stocked by The M. Conley Company; these items are special ordered from the manufacturer), the manufacturer's restocking fee will be applied (minimum 20%) and can include all applicable freight charges. In the event that the manufacturer declines return, the special is non-returnable. Exception: Defective merchandise.

DIRECT ORDERS

Due to the nature of Direct orders (products ship directly from manufacturer to customer), the manufacturer's restocking fee (minimum 20%) will be applied and can include all applicable freight charges. In the event that the manufacturer declines return, the direct is non-returnable. Exception: Defective merchandise. Direct merchandise can not be returned to The M. Conley Company warehouse without vendor & management approval.

CUSTOM PRODUCT

Custom product is not returnable. All custom artwork, details, and/or specifications are approved by end user prior to order placement. Custom orders require a PO or letter of approval from the customer. Once product is in production, order can not be canceled and is non-returnable. Exception: Defective merchandise.



DELIVERY DISCREPANCIES

DURING DELIVERY:

SHORTAGES (non-concealed) must be noted on the bill of lading with the carrier/driver signature at time of delivery.

DAMAGED PRODUCT

Damaged product must be refused at time of delivery. The damage must be noted on the bill of lading with carrier/driver signature acknowledging the damage.

PRICE AND/OR QUANTITY RECEIVED VARIANCE AT TIME OF DELIVERY

If deducting from total at time of delivery, payment shortage must be noted on invoice (Driver will stamp invoice: "Corrected Copy to Follow").

POST DELIVERY:

PRICE AND/OR QUANTITY RECEIVED VARIANCE POST DELIVERY

Contact a Customer Service Representative who will process a credit invoice once the discrepancy is verified. The credit invoice will reflect your refund and/or billing correction. The credit invoice amount can be used towards future order payments.

CLAIMS

Claims that were concealed in nature must be made within 10 days of delivery regarding damage, shortage, and quantity error.

CLAIMS

Claims are called in to the customer service representative or applicable sales representative.

CLAIMS

Claims are subject to review and may be declined based on return time frame and/or condition of product.