



Product Return Policy

The below rules apply to all products that our customers intend to return to us for exchange, replacement or refund or credit:

- Claims for **discrepancies** in a shipment must be made **within 5 days** of receipt of merchandise.
- **Return requests** must be in writing (by e-mail, fax, regular mail ,or requested online) and received **within 10 days** of the original invoice date.
- An RMA number is required. Contact customer service to receive an RMA number prior to shipping your return.
- Returns are subject to a 20% restocking fee.
- Freight is your responsibility unless the reason for the return was a result of our mistake.
- All returns must be in their original packaging including lot numbers and shipped back to their original shipping location.
- Include a copy of your invoice or packing slip with your RMA number written on the packing slip.
- Upon receipt of undamaged and marketable products, credit will be issued on account or refund check within 30 days. In the case of an approved exchange or replacement we will ship the product to you as soon as it is available for shipping.
- Any returned product that is damaged or rendered unmarketable will be re-shipped back to you at your expense.
- Cut-to-length products, non-stock, discontinued and special-order items including dropped shipped items are a final sale and may not be returned.
- Acceptable variance of 10% on all shipped goods.

After completing the above steps to return or exchange a product, send (or drop off) the product with the RMA number to:

Suburban Bolt and Supply Co.
Customer Service & Returns
27670 Groesbeck Hwy
Roseville, MI 48066-2759

Customer Service Email: **sales@suburbanbolt.com**
Customer Service Fax: **(586) 552-2070**