

RETURN POLICY

Non-Stock Product Returns:

- A 20% restocking fee applies to all non-stock product returns.
- The customer is responsible for all return shipping costs, including transportation to Redco and, if applicable, to the original manufacturer.
- If provided with an RMA# (Return Merchandise Authorization), the customer may ship the item directly to the factory. The RMA# must be clearly written on the box.
- Products must be returned in their original packaging. If original packaging is not available, a repackaging kit fee will be charged.

Overstock Returns:

- A 10% restocking fee applies to overstock items.
- This fee applies when Redco has reached maximum stock levels for a particular item.
- Items must be new, unused, and in saleable condition.

Damaged or Incomplete Returns:

- If an item is returned without its original packaging, the customer will be responsible for the cost of a new repackaging kit.
- If the item is returned damaged but repairable, repair charges will apply.
- If the item is deemed unrepairable, no credit will be issued. However, the customer retains ownership of the unit and may either pick up or authorize Redco to dispose.
- All returns are subject to inspection.

RMA Requests:

- All RMA requests and return guidance must go through Redco's Corporate Distribution Manager.