

Glaro, Inc.

2021 Return Merchandise Policy

Not all products and not all finishes are returnable. Credit will not be issued unless returns are in compliance with the terms of this policy. Approved returns will be subject to the applicable restocking fee percent as listed by category on the Schedule of Glaro Inc. Restocking Fees.

- 1.) A Return Authorization (RA) number is required in every case and must be requested within 30 days of the original shipping date. The returned merchandise must then be received by Glaro within 30 days of the issuance of the RA.
- 2.) Every returned carton must be received by Glaro with freight prepaid, in the original packaging, and with the RA number marked clearly on every carton. Glaro is not responsible for any damage that occurs during a return or for filing damage claims. Any returns that are damaged upon receipt will be held for 10 days and will be disposed of afterwards, unless requested otherwise. Credit will not be issued for merchandise that has been damaged during return.
- 3.) No credit can be taken against accounts payable to Glaro until **after** Glaro issues a credit invoice (usually within 10 business days of receipt of returned merchandise).
- 4.) A Copy of the credit invoice will be sent to you when issued.

Exceptions

Custom products and custom quantity production runs of standard products of any kind may not be returned. Glaro, at **its sole discretion**, will determine which products and quantities are “custom” based primarily on the feasibility of reselling the item(s) or reusing its parts. In general, products that are assembled to meet unusual order specifications which cannot be readily resold will be considered custom. At your request, this determination can be made in advance of your placing an order. Products with messages are silk screened for each order and are, therefore, considered custom. Custom products are not subject to return or cancellation once production has begun.

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Schedule of Glaro Inc. Restocking Fees by Product Category

Individual Round Shaped Waste and/or Recycling Receptacles

All Satin Aluminum finish – 20%

Smooth Designer finishes – 20%

Satin Brass, Gloss Brass, Gloss Chrome or Textured Designer finishes – NON RETURNABLE

Round Shaped Connected Recycling Stations

All finishes – NON RETURNABLE

Half Round Shaped Waste and/or Recycling Receptacles

All Satin Aluminum finish – 30%

Smooth Designer finishes – 30%

Satin Brass, Gloss Brass, Gloss Chrome or Textured Designer finishes – NON RETURNABLE

Antibacterial Wipe Dispensers and Wipes

All Satin Aluminum finish – 20%

Smooth Designer finishes – 20%

Gloss Brass, Gloss Chrome or Textured Designer finishes – NON RETURNABLE

Wet Umbrella Bag Holders and Umbrella Bags

All finishes – 20%

Crowd Control Posts and Sign Holders

All finishes – 20%

Ropes – NON RETURNABLE

Umbrella Stands

All finishes – 20%

Bellman Carts

All finishes – NON RETURNABLE

Sign Frames and Sign Stands

All finishes in Standard Sizes– 20%

All finishes in Custom Sizes– NON RETURNABLE

Coat Hanging Equipment

All Satin Aluminum finish – 20%

Drop Boxes

All Finishes – 20%

Smokers Posts

All Satin Aluminum & Satin Black finishes – 20%

All Other Painted Finishes – NON RETURNABLE