



September 12, 2011

Internet Returns, Replacement and Damage Policy

D.O.A

(Dead upon arrival-not used)

MAS (returns@masdistribution.com) must be notified within 72 business hours of delivery. All DOA's are replaced to the consignee at no additional charge (*). MAS will assign a **Return Authorization** number then issue a **Call Tag/Pick Up** for the pick up of the product and have it returned to MAS. The unit must be returned in its original packaging including accessories & manuals. The total original invoice will be credited including freight upon the return of the merchandise. If a replacement is needed, a new purchase order must be placed with MAS. The unit will be tested upon its return to MAS. If the unit is found after the return not to be a D.O.A the web store will be charged a 20% restocking fee and the return freight charges. In addition to this fee, a pro-rated charge (up to 100%) will be assessed for items that are returned incomplete or with non-resalable parts. The consignee must contact an authorized service center after 72 hours. The unit will be treated a Defective instead of a D.O.A.

** Except Avanti products – customer must contact Avanti for service. If the unit is deemed defective or un-repairable by an authorized service center, please follow Defective Credit procedure.*

Defective Credit

(Once unit has been used)

All defective units must be deemed defective and non-repairable by an authorized service center. Copies of service centers work order must be e-mailed (returns@masdistribution.com) or faxed to MAS (330.659.4706) showing unit is non-repairable. If there is not a service center available or the unit is deemed non-repairable MAS will assign a **Return Authorization** number and issue a **Call Tag/Pick Up** for the unit and have it picked up and returned to MAS at no charge. The unit must be returned in its original packaging including accessories. The total original invoice will be credited including freight upon the return of the merchandise. The unit will be tested upon its return to MAS. If the unit is found after the return not to be a defective the customer will be charged a 20% restocking fee and the return freight charges. In addition to this fee, a pro-rated charge (up to 100%) will be assessed for items that are returned incomplete or with non-resalable parts.



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Damaged **Return for Credit and Replace** **(New unit found damaged)**

All shipments must be thoroughly inspected at time of delivery before signing for the product. The driver is required to wait while the consignee inspects the product. If upon receipt of the package they see visible damage, or suspect concealed damage, they must carefully unpack and inspect the product before signing the bill of lading. If they determine the product is damaged, the shipment should be rejected. If the consignee finds the item to be in satisfactory condition, they should accept the item and make note of the visible damage on the bill of lading. If the consignee receives a unit and finds the damage after the driver has left then MAS must be notified within 48 business hours of receipt of the unit to qualify for a replacement unit. Any report after the 48 business hours will not be honored. Once MAS has been made aware of the damage, the carrier will be notified. Shipments that have been accepted, but have concealed damage will take longer. A detailed description of the damage is needed to file a claim with the carrier. In some cases (*usually based on value*) the carrier may request to inspect the unit. **All damaged units MUST be re-packed in all original packaging, including original mfg packaging, foam pads & overbox.** The original packaging must be kept for this inspection. If the original packaging is not available the claim is instantly denied by the carrier and MAS will deny the claim also. MAS will assign a ***Return Authorization*** number and issue a ***Call Tag/Pick Up*** for the unit and have it picked up and returned to MAS at no charge. The unit must be returned in its original packaging including accessories. The total original invoice will be credited including freight upon the return of the merchandise. If a replacement is needed, a new purchase order must be placed with MAS.

Refused Shipment at time of Delivery **(Customer changes his/her mind at time of delivery no damage)**

The consignee may change their mind at the time of delivery. MAS will charge a restocking fee plus all incurred freight charges on refused shipments to the web store (see Buyers Remorse). These charges may include, but are not limited to, delivery and return transit costs and storage fees.



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Buyer Remorse

(Customer changes his/her mind)

Special Order products (*) do not qualify for buyer's remorse returns. This includes all Major Appliances (Frigidaire, Electrolux, Bosch etc.) and non stock items (*).

** Please refer to the "Special Order Item" column on the data file.*

For stocked items, the consignee may change their mind on a product purchased within 30 days from the time of receipt. A buyer remorse RA request must be e-mailed to MAS (returns@masdistribution.com). MAS will charge a restocking fee on all returned units. The unit must be returned in its original packaging (including foam pads & overbox) with all accessories. The product must be new, un-used and unopened. **If the unit has been opened, an additional fee will applied.** In addition to these fees, a pro-rated charge (up to 100%) will be assessed for items that are returned incomplete or with non-resalable parts. Once the unit is ready for pick up, MAS will assign a **Return Authorization** number and issue a **Call Tag/Pick Up**. **The customer is responsible for all freight charges on returned unit.** The total original invoice will be credited **excluding freight** and the restocking fee upon the return of the merchandise. If MAS is requested to pick up the unit all freight charges will be deducted from the Credit Memo.

The new buyers Remorse/Refused Shipment restocking fee is as follows.

- A. Under \$500.00 = 20% restocking fee
- B. \$501.00 to \$1000.00 = 30% restocking fee
- C. \$1001.00 and over = 40% restocking fee

If any product(s) are returned to MAS without a **Return Authorization** number, credit will NOT be issued.

All returns MUST have a **Call Tag/Pick Up** issued by MAS, unless the product was shipped on a 3rd party account #.



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Damage Allowance

When a consignee is willing to accept an allowance in lieu of a return and replace, MAS, Inc will offer up to a 10% to keep as an allowance. In extreme circumstances, please contact returns@masdistribution.com for a larger allowance. Always notify returns@masdistribution.com when a customer has accepted an allowance. MAS will then issue a Credit to your account for the amount of the allowance only.

In all cases, except Damage Allowance, the following guidelines will apply or Credit will be denied.

A Return Authorization number must be assigned.

All units must be in original carton with all accessories included

The product must be in the condition stated on the Return Authorization i.e.

D.O.A must be defective etc....

This Return Policy on Damage or Damage Allowance only applies to MAS contracted carriers. If you use your own Carrier or UPS/FedEx account number the sole responsibility of damaged product is yours.

3rd Party Shipping – Handling Fee

Effective September 1, 2011, there will be a handling fee of \$3.00 per shipment for all orders that ship 3rd party via UPS, FedEx or LTL. A memo line reading “Shipping charge represents \$3.00 3rd party handling fee” will appear in the body of the invoice and the charge will be listed in the shipping box at the bottom of the invoice.



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Contact E-mail

In order to expedite the reporting of DOA/damaged/defective merchandise, please follow the procedures listed below:

- **ALL REQUESTS** for RA's must be e-mailed to:
returns@masdistribution.com
- All requests for returns must have the following information prior to approval:
 - Customer Name & Phone Number
 - Purchase Date
 - Purchase Order Number
 - Brand & Model # of the unit
 - Serial # of the unit
 - A complete detailed description of why you are requesting a return. If the unit has damage, the damage and location of the damage must be detailed.
 - If the unit is defective, please include all pertinent information. For example, "DOA" or "Not Cooling" and if there is a service company involved.

Replacement Purchase Orders

These must be submitted as a separate order to your customer service person and not included as part of your return request.



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Pick Up Procedure for Damaged/Defective Merchandise

UPS / FedEx

RA# will be issued and a call tag requested. At this time, the following information will be e-mailed to you. (See example below)

Tracking Number:	1Z4971132694816505	CALL TAG TRACKING INFO
Package Type:	Your Packaging	
Actual Weight:	56.0 lbs.	
Billable Weight:	56.0 lbs.	
Merchandise Description:	AFS60FX	
Declared Value Amount:	137.00 USD	
Reference #1:	914040 879986	RA# (1st 6 DIGITS) INVOICE #
Reference #2:	SMITH	YOUR CUSTOMER'S NAME

CALL TAGS are requested for **“3 ATTEMPTS”** – UPS/FEDEX will attempt to pick up damaged/defective unit 3 TIMES. If package is not available, the call tag is cancelled. MAS does not issue a 2nd call tag unless requested and there will be a **\$10** charge for the 2nd call tag.



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Truck Shipments

1. RA# will be issued and a request for pick up will be sent to the appropriate trucking company. The RA# and Pick up Tracking # will be emailed to you.
2. The trucking company will call the customer and set up an appointment for pick up.
3. If a “pick up of defective” and “delivery of replacement” are requested for the same time, every effort will be made to convey this request to the trucking company.
4. Damaged/Defective merchandise must be returned to MAS in the original box. If the original box is not available, a repackaging fee of will be assessed.



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Please let your customers know that all truck shipments will have an orange sticker (see below) next to the packing slip cover that informs the customer what to do in case of damage.

**PLEASE OPEN IMMEDIATELY.
INSPECT PACKAGE FOR DAMAGES.
DAMAGES MUST BE NOTED ON BILL OF LADING.
ALL DAMAGES MUST BE REPORTED
TO YOUR WEBSTORE WITHIN
48 HOURS OF DELIVERY TO QUALIFY
FOR DAMAGE RETURN.
DO NOT DISCARD BOX OR PACKAGING.**

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