



## RETURN POLICY & PROCEDURES

We understand there are situations that may occur and you may need to return purchased products. Preauthorization from Coach Glass is required before returning products to any of our four warehouse facilities. We will provide you with a return number. We will need your original invoice number, or a brief description of what was purchased and when in order to set up the return.

### Gasket and Molding Returns

If you have ordered a gasket or molding that you did not need or did not use: you may return the item for credit. The product must be free of urethane and damage. Call our customer service number listed above to set up a return. We recommend that you ship the gasket or moldings using your own carrier and assigning a tracking number to the package. Unfortunately, we cannot credit your company for an item we did not receive. We can request that a carrier pick up the item at your location for an additional charge. The pick up fee and return freight will be deducted from your credit total. Please ask one of our customer service agents for details if you are interested in using our freight carrier service.

### Windshield Returns

In the event that you have ordered a windshield and your customer has cancelled on you, or if you have selected the incorrect product, we will send a freight company to pick up the windshield once it is boxed and ready for return. Call our customer service number to request a pickup for your return, please be sure to include the provided return number on the outside of the box. Please use the original packaging to pad the windshield securely in the box (to the best of your ability). It is required that the box be strapped to the skid as it was when it was shipped to you, if you do not have the means to do so, you can contact our office to request one; additional charges will apply. Credit will be issued for your product upon inspection of the returned windshield less the shipping charges for the return. The windshield must be free of scratches or scuff marks, urethane and in resalable condition. We do not refund the cost of freight or packaging.

All returns are subject to a 15% restocking fee or \$25, whichever is greater. If you have any questions, please do not hesitate to contact us directly.