

Return Policies & Procedures

We understand there are situations that may occur when you need to return purchased products for credit. Preauthorization by Coach Glass is required before returning products to any of our four warehouse facilities. Please see the return limits below, which are inclusive of a **10% restocking fee**. The date limits are based on the INV doc date. Credit is only applied for the cost of the product; we do not credit the cost of freight or packaging.

- **0–45 days:** 90% credit on verified good condition returns.
- **45–90 days:** 65% credit on verified good condition returns.
- **90–180 days:** 40% credit on verified good condition returns.
- **>180 days:** 0% credit.

To request a return, contact our customer service department at 800-714-7171 or submit a request here: <https://tinyurl.com/coachglass-returns>

You will need your original Coach Glass invoice number to start the return process. This is located on your invoice document and starts with “INV.” Once a return has been arranged, we will provide you with a return number.

Windshield Returns

You may return a windshield if your customer cancels their order or if you selected the incorrect part.

The windshield must be free of scratches, scuff marks, or urethane, and in resalable condition. It must be boxed in the original packaging and securely padded in the box (to the best of your ability) with the return number visible on the outside of the box. The box must 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.

Gasket and Molding Returns

You may return a gasket or molding if it is unused, free of urethane, and free of any damage.

We recommend that you ship the gasket or moldings using your own carrier and assign a tracking number to the package. If you would like us to arrange a freight carrier instead, please let one of our customer service agents know. The pickup fee and return freight will be deducted from your credit total.

Credit will be issued for your product upon inspection of the returned item/s.

If you have any questions, please do not hesitate to contact us.

Coach Glass Freight/Warranty Department

800-714-7171

rv@coachglass.com