

Returned Goods Policy

RETURN GOODS AUTHORIZATION STATEMENT

All returns must be pre-approved and a Return Goods Authorization number (RGA) issued. An RGA can be obtained by contacting your Stewart Electric representative.

Please note that warehouse personnel and drivers are not authorized to approve returns or accept any material without an RGA.

STEWART ELECTRIC CREDIT POLICY

To facilitate the return processing, all returns must meet criteria for one of the following designations. Credit amount and method of processing is dependent upon the reason for return. Descriptions of designations noted below.

- **Stock Material Return**
- **Non-Stock or Direct Ship Material Return**
- **Defective/Damaged Material Return**
- **Stewart Electric Error Return**

Stock Material Return

Provided the material is in unused, resalable condition and of current design, Stewart Electric will issue an RGA subject to the following:

- With Stewart Invoice Number – Full credit issued with no restocking fees.
- Without Stewart Invoice Number – Credit issued with minimum 25% restocking fees.

Non-Stock or Direct Ship Material Return

Stewart Electric will require an accurate list of material, an Invoice Number and a reason for return.

Credit will be issued subject to manufacturer's restocking fees and freight costs incurred returning material to the manufacturer. Credit will be issued upon Stewart's receipt of the actual manufacturer's credit. This may take 15-90 days, depending on the manufacturer and type of material.

Defective/Damaged Material Return

For defective materials, Stewart Electric will require an Invoice Number and clear description of the defect. Stewart Electric will NOT credit properly functioning products.

For materials damaged during shipment, Stewart Electric will require an Invoice Number and substantiation that damage occurred during shipment.

Stewart Electric will issue full credit for product and freight incurred on all accepted Defective/Damaged Material Returns. All credits issued are subject to verification of defect or damage at the discretion of the manufacturer and Stewart Electric.

Stewart Electric Error Return

Authorization for Stewart Electric Error Return requires an Invoice Number, along with an explanation of the Stewart Electric error. If return authorization is requested within 30 days of receipt of product, and product packaging has not been damaged, Stewart Electric will issue full credit for product along with credit for incurred freight charges.