



ADVANCED RACKING, LLC RETURNS AND EXCHANGES POLICY

Valued Customer,

Please find our Returns and Exchanges Policy detailed herein:

- Please contact Advanced Racking, LLC (Advanced) to request a Return Merchandise Authorization.
- Please complete and return the Return Merchandise Authorization including detail about the product that you would like to return or exchange.
- Advanced will work with you to process your Returns or Exchanges based on the completed Return Merchandise Authorization. An RMA number will be assigned to you. Please be sure to display the RMA number clearly on all Returned or Exchanged products at the time of shipment.

Please note:

- A fixed, 20% re-stocking fee will apply to returned, standard products. Such a fee will not apply to exchanged merchandise of equivalent or greater value.
- Custom-manufactured items for specialty applications are not eligible for returns or exchanges.
- Product must be returned or exchanged in good, working, like-new condition.
- Returns or exchanges are not accepted past 90 days from the date of the original shipment.
- Shipping charges and fees are a non-refundable item and are not eligible for return or exchange reimbursement.
- You are responsible for freight on returned or exchanged product.
- Please allow 5-10 business days for processing of Return or Exchange transactions.

Advanced strives to work to make your customer process as efficient and accommodating as possible. We will work with you to address questions and/or concerns, and we will work to make every order right.

Thank you for your continued business.

