

WHOLESALE RETURN POLICY

OOLY, LLC strives to provide the best quality products and service to meet the high standards our customers deserve. We appreciate your business and will work with each request on a case by case basis. In the event, it is necessary to return products, customers should follow the procedure outlined below.

All returns must be accompanied by an OOLY return authorization number (RA) which can be obtained by contacting our Customer Support Team at 760-231-7603, M-F between 9am and 4pm (PST).

All RA requests must be made within **20 days** of the invoice date to be eligible to receive a credit. If a return is approved, an RA # will be issued.

- Return Authorization Number (RA), which will include instructions for payment for shipping (prepaid or customer paid).
- A call tag or pickup will be arranged if product is a duplicate shipment or incorrect.
- Product is returned its original OOLY packaging and condition.
- RA number is clearly marked on the package(s) and a copy of the packing list or original order is included.
- Products are returned in unopened full inner case quantities.

Returns received after (20) business days may be subject to a restocking/handling fee of 10% and all transportation costs associated with the return, including taxes, if applicable are the responsibility of the customer.

Any return received without a pre-approved RA will result in a loss of credit for the returned items.

Damaged/Duplicate/Incorrect Shipments

- If your shipment arrives damaged by the carrier, please refuse the shipment. Ask the driver to note the damage on the BOL (Bill of Landing). If the damage is discovered after the product has already been accepted, please send pictures of any damage caused by the carrier within **20 business days** upon receipt of the shipment to obtain a credit.
- OOLY will replace damaged or incorrect product at OOLY's expense
- OOLY will pay the return freight and the freight of replacement products.

MFR Defective Products

- Certain defective products that are older than 6 months from purchase date, may not qualify for credit. Contact Customer Support for assistance.

By choosing to request a RA from OOLY, LLC, it is implied that customer agrees to the terms of the Return Policy as stated above.