



**Midstate**  
**Tool & Supply, Inc.**

[www.midstatetool.com](http://www.midstatetool.com)

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## CUSTOMER MERCHANDISE RETURN POLICY

March 2020

**Return of products purchased from Midstate Tool & Supply, Inc. will be accepted under the following conditions:**

1. Merchandise may be returned within 90 days with proof of purchase and only when accompanied by a written authorization form and RGA Number (RGA-Return Goods Authorization), these can be obtained from our web site [www.midstatetool.com](http://www.midstatetool.com), Customer Support (RETURNS). All RGA requests should be submitted to ([returnrequest@midstatetool.com](mailto:returnrequest@midstatetool.com)) or fax at **814-944-7571**.

One copy of RGA form must be forwarded with the return shipment with the following information:

- a) Quantity to be returned
- b) Midstate Part Number
- c) Invoice Number
- d) Date of purchase
- e) Reason for return

**NOTE: RGA # MUST BE WRITTEN ON THE OUTSIDE OF EACH SHIPPING CARTON**

Product authorized after 60 days and within one year will be subject to a 20% restocking charge. Product with a purchase date of one year or older will be denied credit approval. Returns will be limited to new merchandise in standard manufacturer's packaging and in resalable condition. For all returns for restock the customer will prepay freight charges.

2. **No merchandise may be returned or credit issued...**
  - a.) ...that are special ordered, built in, yellow sheets or drop shipped from the manufacturer
  - b.) ...that has been used
  - c.) ...that has been discontinued by the manufacturer
  - d.) ...that has been modified or damaged
  - e.) ...that is a wearable safety item (e.g. – gloves, masks, respirators, etc.)
3. Total returns for a single year is limited to not more than 10% of the total purchases during the previous year.

### **Broken or Alleged Defective Items:**

1. Broken or alleged defective items can also be submitted for return upon receiving an RGA. A clear description of the defect or apparent problem must be detailed in your request for an RGA.
2. Manufacturer's warranty policy will be applied to all defective returns.
3. Return Labels or Call Tags will be issued only for items that are determined to be new defectives (i.e., unused out of the box) and that are returned within fifteen days of receipt of the product. The Midstate Credit Manager must approve call tags that are issued via UPS or FedEx.
4. The customer must prepay shipping charges for defective items, which fall within the manufacturers' warranty policy and may require items to be returned to the manufacturer directly.
5. Electrical products that are alleged defective must be **RETURNED DIRECTLY** back to the manufacturer and not to Midstate Tool & Supply, Inc.