



## Dalco Product Return Policy

**This policy applies to return requests \$25.00 or higher, please work with your account manager for returns under \$25.00.**

A return authorization number is required before merchandise is returned to Dalco. Credit will not be issued for unauthorized items returned to Dalco. Merchandise returned without authorization is subject to refusal and may incur additional processing fees. To request a return authorization, call customer service at the number(s) listed below. Please have the original invoice, order number or PO number and item numbers you would like to return available when you call.

In most cases, Dalco will issue full credit for stocked product if contacted for an RGA within 90 days of receipt and if the product is received in its original, saleable packaging. Dalco Customer Service will notify you if an approval needs to be obtained.

Stocked product returned between 90 days and six months after receipt will be assessed a 15% restocking fee. Returns are not accepted after six months from date of receipt. Product must be in its original, saleable packaging.

Returns of non-stocked product are subject to approval, if approved they are subject to at least a 25% restocking fee plus applicable freight costs to return to the manufacturer. Product must be in its original, saleable packaging.

Defective or damaged product return requests must be made within 15 days of receipt.

After June 30, 2015 non-GHS compliant product will not be accepted for return or credit.

<b>Branch</b>	<b>Address</b>	<b>Toll Free</b>	<b>Phone</b>	<b>Fax</b>
<b>New Brighton, MN</b>	300 5 <sup>th</sup> Ave NW, New Brighton, MN55112	800-950-1975	651-604-2966	651-604-2961
<b>Duluth, MN</b>	4133 Stebner Rd, Duluth, MN 55811	800-627-5195	218-729-6551	218-729-6520
<b>Rochester, MN</b>	42 Wood Lake DR SE, Rochester, MN 55904	800-666-0958	507-288-3388	507-288-0085
<b>La Crosse, WI</b>	3132 Berlin Drive La Crosse, WI54601	800-456-6419	608-781-2534	608-781-2956
<b>Marshfield, WI</b>	3500 Air Park Road, Marshfield, WI 54449	800-236-2767	715-384-2767	715-387-2999
<b>Marquette, MI</b>	475 River Park Circle, Marquette, MI 49855	800-491-0098	906-228-6350	906-228-6691
<b>Sault Ste. Marie, MI</b>	2660 Ashmun, Sault Ste. Marie, MI 49783	800-491-0098	906-635-7150	906-635-7152

Revised May 2015