

NCRSO Return Literature/Merchandise Policy

1. If an order is placed online using a credit card and then canceled prior to shipment, the total order cost will be refunded, minus a \$6.00 service fee or 10% of the order, whichever is greater.
2. Items mistakenly ordered or unwanted are accepted for return within two weeks (14 days) after shipping. These return items must be undamaged. The refund will be at the purchase price, less any discount received on the initial order. This does not include shipping and handling or return shipping.
3. Any confirmed errors on the part of the Regional Service Office will be readily exchanged or accepted for return within two weeks (14 days) after shipping. Return shipping to be paid by the RSO.
4. Any request for returns more than two weeks (14 days) after shipping must be approved by the Sales Director prior to processing the return. These return items must be undamaged. The refund will be at the purchase price, less any discount received on the initial order. This does not include shipping and handling or return shipping. There will also be a minimum restocking charge of \$6.00 or 10% of the order, whichever is greater.
5. The RSO will not accept returns on discontinued, opened or damaged items. Only items in resalable condition will be accepted. No refunds will be paid until items are received and condition has been verified.
6. Check your ship to address carefully. The fee to re-route or intercept packages that have left our warehouse but have not been delivered is \$35.00. Packages delivered to an address incorrectly provided by the purchaser are completely out of our control.

Approved by NCRSO Board of Directors 2010