



IMPORTANT INFORMATION REGARDING INPRO'S RETURN POLICY

Please, Inspect First!

As soon as you receive your InPro products, it is your responsibility to count all boxes and inspect for visible damage or shortages **before** signing the UPS Registry or Bill of Lading. **Report all product damage or shortages within 10 days of receiving shipment.** Damage should be noted on the Bill of Lading. Call a Sales Support Specialist at **800-437-2698** or email **customerservice@inprocorp.com**.

Product Return Policy (Effective 06-16-10)

1. Your request to return product must be made within **90 days of receiving the product**. Call a Sales Support Specialist at **800-437-2698** or email **customerservice@inprocorp.com** for a Return Authorization Number. Information will be faxed to you for you to complete, which may include: a **Request to Return Material** form, labels, bill of lading and call tags, as applicable.
2. A restocking fee will be charged in addition to the return shipping costs. The restocking fee is based on the time elapsed since you received the shipment to the time material is physically received back at InPro. Note conditions stipulated below in #3.

1-10 days = 20% + shipping	11-30 days = 30% + shipping
31-89 days = 40% + shipping	90 days and over = No returns accepted

InPro will organize shipping. Please call us for instructions.
3. Product must be returned and received by InPro in good condition and pass our inspection. Damaged product will not be credited. A Sales Support Specialist will notify you of the inspection results.
4. **For all divisions, all custom products, including custom cuts, bends, colors, fabricated and designed, are non-returnable. For example:**

IPC Door & Wall Protection Systems: <ul style="list-style-type: none">• Rubrails• Kickplates• 3' product (sheet & corner guards)• Rolled sheet• Northern Hardwoods• 3000W/3500W series handrails• EnviroGT products (PVC-Free/G-Series) (excludes Quick Ship G-Series)• 55 series wall guards and handrails• Cartguards, flexible top less than 72' coil• Opened packages of VWC and borders• Stainless steel, non-stocked material• Everwhite Dry Erase Boards	Clickeze: <ul style="list-style-type: none">• All Fabrics Signscape: <ul style="list-style-type: none">• All signs• All PVC and aluminum extruded frames JointMaster: <ul style="list-style-type: none">• Factory transitions• Fire Barriers (See Fire Barrier Return Policy)• Foam Systems• Compression Seals InPro Decorative Surfaces: <ul style="list-style-type: none">• Lippert• Suncast (Must be in original packaging)• Prism www.shopinpro.com <ul style="list-style-type: none">• Brewer Products 25% restocking fee
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5. Product for return must be accompanied by all completed paperwork and ship prepaid.

Refer to InPro Corporation full line catalog for further return information. **Please call a Sales Support Specialist at 800-437-2698 or email customerservice@inprocorp.com for assistance.**