



INTERIOR AND EXTERIOR  
ARCHITECTURAL PRODUCTS

## 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. Damage should be noted on the Bill of Lading. **Report all product damage or shortages within 10 days of receiving shipment.** Call a Customer Care Specialist at 800-437-2698 or email [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com)

## UPDATED PRODUCT RETURN POLICY (effective 3/1/2015)

---

1. **Custom and Non-Stocked products are not returnable. Custom and Non-Stocked products include Non-Stocked heights, lengths and colors; Custom cuts, bends, colors, fabricated and designed product which are non-returnable/non-refundable.**
2. **Due to the custom nature of JointMaster products the following items are non-returnable; Fire blankets, factory transitions, bellow systems, foam systems and compression seals.**
3. **All other returns are at the discretion of Inpro, and are reviewed on an individual order basis. Some of the factors considered are color, style and quantities of the production run.**
4. **All requests to return product must be made within 60 days of receiving the product.**
5. **Contact a Customer Care Specialist, 800.437.2698 or [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com), to initiate a request for a Return Authorization.**
6. **If the return is approved, authorization paperwork will be sent to you. The paperwork will include: Request to Return Material form, RMA label, bill of lading and/or call tags, as applicable. Inpro will organize the shipping and pick up by the appropriate carrier.**
  - a. **A restocking fee will be charged in addition to the return shipping costs. The restocking fee is based on the number of days which have elapsed between the date you received the material and the date when your returned material is physically received by Inpro.**

1-10 days = 20% + shipping	11-30 days = 30% + shipping
31-59 days = 40% + shipping	<b>60 days and over = No returns accepted</b>
  - b. **Product must be returned and received by Inpro in good condition and pass our Quality inspection. Damaged product will not be credited. Do not apply tape to the product. Processing may take up to 6 weeks. A Customer Care Specialist will notify you of the inspection results. At your direction, any non-credited product will be scrapped at Inpro or held 30 days maximum for your return transport arrangement.**
  - c. **Product for return must be accompanied by all completed paperwork.**
  - d. **Unauthorized returned product will not be processed. No collect shipments will be accepted.**

**Please call a Customer Care Specialist, 800-437-2698 or email [customerservice@inprocorp.com](mailto:customerservice@inprocorp.com) for assistance.**