



**HIGH BAR  
BRANDS**



## **Stock Return & Adjustment Policy**

1. All returns will be reviewed with HBB to determine product and quantities that can be returned. Providing original invoices or PO#'s for returning product will be helpful in expediting the request.
2. Product must have been purchased within the preceding 12 month time period
3. HBB will make every effort to help our customers sell the product on the return list prior to approval being issued
  - a. This includes:
    - i. Creating sales flyers
    - ii. Email/Geo targeting campaigns
4. No return on rubber bushings, obsolete product, or any customer specified custom products
5. Returns can be authorized for complete kits. No returns on partial kits.
6. Product that needs to be updated to sellable condition will be subject to other charges to be subtracted from the full credit value or deemed ineligible for credit.
7. Product Return Authorization Guidelines:
  - a. Required to have a RMA# issued by HBB
  - b. Customer is responsible for return freight charges (includes duty & brokerage charges if any). Proper packing and preparation for the shipment should be taken to ensure no damage occurs during transit. There will be no credit issued on items damaged while in customer's possession or during transport.
  - c. Credit amount will be Issued at the last purchased price
  - d. Product must be in sellable condition to receive credit
    - i. Product not in sellable condition will be returned to customer freight collect or disposed of by HBB at customers discretion
  - e. Assessed a 20% restocking fee
    - i. Or a 1.5x offsetting order can be placed to avoid a restocking fee