

## **Cross Country Dist Return Policy (Effective December 31, 2010)**

- ALL returns must be called in for return goods authorization (RGA). Only items authorized and approved for return will be picked up on your next delivery. Drivers will not be able to pick up any returns without the Return Authorization form. Under no circumstance will a credit be issued at the time of collecting the product on the current CCD Return Goods Authorization (RGA). Pay close attention to the label on the box before opening to ensure the product matches the vehicle you are outfitting. Opened boxes are not encouraged to be returned, YOU will be responsible for repackaging the box to the same original condition it was received. Boxes that are repackaged poorly are highly likely to be damaged in transit back to CCD and NO credit will be issued no matter what the reason for return may be. **All products returned MUST be inspected before a credit memo is issued.** There are **NO RETURNS** on the items below:

- Drop Shipments from the factory
- Add to Stock orders from the factory
- Special Orders
- Discontinued Items from the factory
- Painted products – All items should be pre-fit before painting
- Weatherguard tool boxes, Armor Lid Tonnos

### **Cross Country Dist RGA Conditions:**

- **Good Returns:** The Item has been purchased from CCD within the past 6 months and the original invoice number is provided.
- **Defective Returns:** The item must be within the Manufacturer warranty period, and original invoice number provided.
- The official **CCD RGA Form** (print off a copy @ [www.crosscountrydist.com](http://www.crosscountrydist.com)) is accurately completed, submitted and approved by the CCD Return Department.
- Full explanation is detailed for the return(s) / prospective warranty problem.
- The Return(s) matches the part, description and invoice number given on the RGA.

### **Cross Country Dist reserves the right to refuse credit per, but not limited to, the following conditions:**

- The item is returned for a non-warrantable reason.
- The item is not as described on the RGA.
- The Manufacturer requires that you deal directly with them regarding defective items (Print off a list of these manufacturers @ [www.crosscountrydist.com](http://www.crosscountrydist.com)).
- The Manufacturer's warranty policy takes precedent on issuing of credits. Credit then will be issued upon the Manufacturer's approval and will include applicable return shipping charges. NO CREDIT will be issued for labor expenses incurred. Other Manufacturer related fees may apply.
- Returns sent back for missing a secondary component or install kit. These will be handled by the Manufacturer in the field and/or CCD will act as a liaison to provide the absent pieces/parts.

### **Restocking Fees:**

- A handling / restock fee will be deducted from the original purchase price if your Return-to-Stock rate (RTS) is **5% or greater** (this will be calculated for each customer on a 12 month rolling basis). Cross Country Dist will enforce a 30% Restock Fee for any items returned to honor a past due balance regardless of RTS ratio. See detailed Restocking Fee ratios below:
  - Less than 4.9% return rate = 0% Restock Fee
  - 5% - 7.4% return rate = 10% Restock Fee
  - 7.5% - 10% return rate = 20% Restock Fee
  - 10% or more return rate = 25% Restock Fee
  - 15% restock fee on **ALL** front/rear bumper replacements, grille guards and fuel tanks
  - 25% restock fee on all bedliner products regardless of return ratio
  - 50% restock fee on all Fiberglass products regardless of return ratio

Any questions regarding any part of the returns policy please contact Accounts Receivables at 800.252.1966 (Ext. 312) or Returns Department at (Ext. 310)