

# Policy Statement

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## Returned Goods

In the event a Customer orders product incorrectly or cancels an order, the customer has up to 45 business days to contact TOP NOTCH DISTRIBUTORS Customer Service Department to request a Returned Goods Authorization (RGA) number. Product must be returned within 10 days after receipt of the RGA number.

TOP NOTCH DISTRIBUTORS charges a 15% restock fee. **This fee cannot be waived.**

After 45 days, approval must be obtained from a Sales Manager to have an RGA number issued. In these instances, a restocking fee will be determined by TOP NOTCH. In all instances, the product must be returned in saleable condition, in the original packaging, inside a master carton, with the RGA number on the return packaging label. The Customer will be responsible for all shipping charges.

The prevailing industry standard is that Special Order Items, Electrical Products and Specialty Keyed Products **may not be returned.**

In the event of a TOP NOTCH DISTRIBUTORS error, i.e., wrong finish, quantity, or item, a full credit will be issued, provided the customer follows the above Return Policy. For added convenience, when it is a TOP NOTCH error, a Return Service Label will be sent with a replacement, or mailed to the customer with an RGA number. Also, at the discretion of TOP NOTCH, if the return request is less than \$50.00, TOP NOTCH may not require the product to be returned to us.

## Cancellation of Orders

**All cancellations of Special Order products must be confirmed in writing.** Cancellation of factory-ordered product will be determined by the manufacturer and subject to the manufacturers' penalties or fees.

## Lost or Damaged Product

TOP NOTCH DISTRIBUTORS shall not be held liable for loss or damage resulting from delay or inability to deliver product due to circumstances beyond our control (e.g. labor strikes, fire, flood or other acts of nature). TOP NOTCH will contact the carrier and file a claim in the event of carrier damage. Credit will be subject to their approval.

## Freight Free

TOP NOTCH DISTRIBUTORS will prepay ground freight on shipments of **stock material** within the continental United States on orders of **\$1000.00 net or more**, via the carrier of our choice, unless a carrier is specifically requested by the customer.

**Note:** Product that is beyond a standard shipment size or weight, or requires special handling (such as sliding door, track hardware, oversized kick plates, etc.) will be subject to freight charges.

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Top Notch Distributors, Inc.

**East – Pennsylvania**  
800-233-4210  
Fax 800-854-4146

**Midwest – Missouri**  
800-211-4607  
Fax 800-211-4608

**Southwest – Texas**  
866-693-6903  
Fax 866-693-6904

**West – Nevada**  
800-722-4210  
Fax 800-248-3620

**Direct to Sales: 866-418-4223**

[www.topnotch.bz](http://www.topnotch.bz)

[sales@topnotch.bz](mailto:sales@topnotch.bz)