

## RETURN POLICY

1. If you need to return merchandise due to product or packaging defects, please contact us as soon as possible. Any defective merchandise must be claimed **WITHIN 90 days** from date of receipt. We will issue an RMA number and arrange to have the merchandise picked up from you. **Merchandise will not be accepted if an RMA number has not been issued and attached.**
2. In addition to the RMA requirement, for us to issue credit, any damage or shortage must be noted on the Bill of Lading or the POD, including specific type of damage and quantity.
3. If you would like to return merchandise because you ordered an incorrect product or you ordered too much product, you will need to make arrangements to have the merchandise returned to us **WITHIN 7 days**. You will be responsible for the freight charges. There will be a 15% restocking fee. An RMA number is required for this type of return. **Merchandise will not be accepted if an RMA number has not been issued and attached.**
4. If we ship the incorrect product, please contact us as soon as possible but no longer than **48 hours** after receipt. We will issue an RMA number and arrange to have the merchandise picked up from you. We will immediately arrange to have the correct merchandise shipped to you. Shamrock will be responsible for freight charges incurred.

**\*\* All return merchandise must be in original packaging and resalable condition. Short cases and/or mixed product cases will not be accepted or considered for credit\*\***

If you need to return merchandise for any reason other than stated above, please contact the Customer Service Department and we will be happy to assist you in any way that we can.

Thank you,

Customer Service

Shamrock Manufacturing Company

(888) 680-4762 or (909)591-8855