

# Stock Return and Repair

## Comfortex Stock Return and Repair Policies

### CELLULAR FABRIC DEFECTS

All non-conforming goods must be returned within 90 days of purchase. Contact Comfortex for a Return Authorization. Supply Fabric Type, Sq ft., Color, and Bar Code Information. Inspection will be completed within 30 days of receipt & credit within 15 days of inspection. No pieces of fabric will be authorized for return. Affix a tag to the fabric bolt that specifies the flaw and total square footage. The Actual flaw must be clearly marked with masking tape to identify the flaw position. Fabric slabs returned without the tag or marking will not be eligible for credit.

### SHEER FABRIC DEFECTS

All non-conforming goods must be returned within 90 days of purchase. Contact Comfortex for a Return Authorization. Supply Fabric Type, Sq ft, color, and manufacturing run dates. Inspection will be completed within 30 days of receipt & credit within 15 days of inspection. No pieces of fabric will be authorized for return. Affix a tag to the fabric roll that specifies the flaw and total square footage. The actual flaw must be clearly marked with masking tape to help identify flaw position. Fabric returned without the tag or marking will not be eligible for credit.

### COMPONENT (PARTS) DEFECTS

All non-conforming goods must be returned within 90 days of purchase. Contact Comfortex for a Return Authorization. Inspection will be completed within 30 days of receipt & credit within 15 days of inspection. No partial boxes of components will be authorized for return. Supply the original workorder number & stock number on boxes to be returned.

### COMFORTEX ERROR IN ORDERING OR SHIPPING

Contact Comfortex for a Return Authorization within 30 days of purchase. Inspection will be completed within 30 days of receipt & credit within 15 days of inspection. Supply Original workorder number and product information. Only full, unopened boxes will be authorized for return.

### CUSTOMER ORDERING ERROR OR RESTOCK GOODS

Contact Comfortex for a Return Authorization. A restocking fee of 25% will be charged for all returned material. Only full, unopened boxes will be authorized for return. Requests for stock ordered in error or overstock, must be submitted within 30 days of receipt of material. Inspection will be completed within 30 days of receipt & credit within 15 days of inspection.

### DISCONTINUED COMPONENTS AND FABRIC

No Return Authorization or credit will be issued.

## **STORAGE AND RETURN PACKAGING METHODS**

All materials must be returned using the same packaging methods as material was initially received in. If damage occurs due to inadequate storage or packaging methods, no credit will be issued.

## **FREIGHT FOR RETURNS**

Comfortex will arrange for shipment back to Comfortex for authorized returns of defective stock and/or stock sent in error by Comfortex. If stock is found to be defect free, freight and a 25% restocking fee will be deducted from the credit issued.

## **INSPECTION AND CREDIT TIMELINE**

Goods must be returned within 30 days after approved for return. Quantity returned must match authorized RA issued. If the stock returned is valued at more than 10% above the approved value, the credit for the additional stock returned will be issued at 75% of its original value.

**\*PLEASE NOTE:** ALL DISCREPANCIES WILL BE HELD FOR 10 DAYS. To better service our customers, Comfortex reserves the right to make changes without notice.