

V-Sales Returned Goods Policies & Procedures

V-Sales, a division of RV Marketing, Inc.



2016 Borneman Avenue, Elkhart, Indiana 46517

Toll-free: 1-888-VAN-PART

Tel: 219-294-8820

www.v-sales.com

Toll-free: 1-800-528-7953

Fax: 219-294-7599

CustomerService@v-sales.com

Effective January 1, 1993

It is always the intent of V-Sales that an order we ship gets to you in good order, fits, and is installed by you, all without difficulty. However, we are human and occasionally make a mistake, you are human and occasionally order the wrong item, and freight carriers are human and occasionally damage something. In these instances, the following policies apply:

Returned Goods Authorization – In all cases, an RGA number is required and is available from a V-Sales Customer Service Representative.

Inspection – It is your responsibility to check each shipment at time of arrival for accuracy and damage. Any discrepancy should be reported to a V-Sales Customer Service Representative right away.

1. If we have shipped you the wrong item, we will, at our expense, ship you the proper item and arrange to have the wrong one picked up. We do ask that you repackage the item in a manner that will allow it to be received back in a saleable condition.
2. If you have ordered the wrong item we will determine if the item is a standard item or special order.

Standard items can be returned for convenience of the customer but are subject to a 20% restocking charge on the item cost with no allowance for freight and must have been purchased within the last 30 days.

Special order items may not be returned. We recommend that you receive a significant deposit when ordering these.

3. **Damaged Goods** – Since damage claim procedures vary from one carrier to another, it is imperative that you contact a V-Sales Customer Service Representative right away so we can take the proper steps to replace the damaged item and have the damaged one picked up.

Billing – All replacement shipments will be invoiced as an original shipment. Credit for returned merchandise, for any reason, is subject to our standing credit and refund policy.

Credit and Refund Policy – All credit for returned merchandise is subject to our inspection upon its arrival at the V-Sales warehouse. All merchandise must be received in a saleable condition for credit to be issued.

Upon inspection approval a credit memo will be issued to be applied to a future purchase.

For C.O.D. customers our refund policy is as follows:

1. For V-Sales error or damage shipment, 30 days after the issue date of an unused credit memo a refund check will be issued and the credit memo cancelled.
2. For customer convenience returns, 60 days after the issue date of an unused credit memo a refund check will be issued and the credit memo cancelled.

Minimum Invoice – Due to invoicing costs, we require a \$25 minimum invoice.

Returned Checks – Any returned check is subject to a \$25 charge for each time it is returned and that customer's terms with V-Sales are subject to immediate review.

Account Information & Agreement

V-Sales, a division of RV Marketing, Inc.



2016 Borneman Avenue, Elkhart, Indiana 46517

Toll-free: 1-888-VAN-PART

Tel: 219-294-8820

www.v-sales.com

Toll-free: 1-800-528-7953

Fax: 219-294-7599

CustomerService@v-sales.com

Legal Name _____ Date _____
Trade Name(s) _____ Phone _____
Mailing Address _____ Fax _____
City/State/Zip _____ ___Corporation ___Proprietorship ___Partnership
Shipping Address _____ Parent Company _____
City/State/Zip _____ City/State/Zip _____

Complete the following information for all corporate officers, partners, or individual proprietors.

Name and Title _____ Name and Title _____
Home Address _____ Home Address _____
City/State/Zip _____ City/State/Zip _____
Home Phone _____ Home Phone _____
Social Security Number _____ Social Security Number _____

Name and Title _____ Name and Title _____
Home Address _____ Home Address _____
City/State/Zip _____ City/State/Zip _____
Home Phone _____ Home Phone _____
Social Security Number _____ Social Security Number _____

In Business Since _____ Date of Incorporation _____
Amount of Credit Desired _____ Monthly Requirements _____
Line of Business _____ Products Which Will Be Purchased _____
State Tax Exemption Number* _____
(*Please attach form)

Bank References

Name of Bank _____ Officer _____
Mailing Address _____ Account Number(s) _____
City/State/Zip _____
Phone _____

****Please complete Trade References.****

Trade References

V-Sales, a division of RV Marketing, Inc.



2016 Borneman Avenue, Elkhart, Indiana 46517

Toll-free: 1-888-VAN-PART

Tel: 219-294-8820

www.v-sales.com

Toll-free: 1-800-528-7953

Fax: 219-294-7599

CustomerService@v-sales.com

Complete Addresses Must Be Furnished (MUST INCLUDE FAX NUMBERS)

Name _____ Name _____

Mailing Address _____ Mailing Address _____

City/State/Zip _____ City/State/Zip _____

Phone _____ Phone _____

Fax _____ Fax _____

Name _____ Name _____

Mailing Address _____ Mailing Address _____

City/State/Zip _____ City/State/Zip _____

Phone _____ Phone _____

Fax _____ Fax _____

The undersigned represents that the information supplied above is true and correct. Should credit be extended to the undersigned, the undersigned agrees to the following terms:

1. All invoices will be promptly paid when due.
2. Any invoice not paid when due will be subject to a finance charge of up to 1 1/2% per month, not to exceed the maximum rate permitted by law.
3. In the event of any default, the undersigned shall be responsible for all costs of collection, damages, and expenses including actual attorney's fees and costs, whether or not litigation is commenced.
4. Buyer(s) agree that venue of any action to enforce any provisions of this agreement, shall be in Elkhart County, State of Indiana.
5. The undersigned hereby authorizes any bank or other grantor of credit to provide information regarding the character, reputation, financial responsibility, and indebtedness of the undersigned.

Date _____

Signature _____

(Corporate Officer or Owner)

Title _____

Our terms are subject to prevailing terms of sale and credit approval.