

ASSOCIATED FASTENERS RETURN POLICY:

IN CASES WHERE ASSOCIATED FASTENERS ARE AT FAULT, ANY CUSTOMER CAN RETURN PARTS FOR FULL CREDIT, INCLUDING ALL OUTBOUND FREIGHT AND UPS GROUND FREIGHT BACK TO OUR WAREHOUSE.

IN CASES WHERE THE CUSTOMER HAS ORDERED THE INCORRECT PARTS (NO FREIGHT) WILL BE GIVEN IF:

- PARTS ARE RETURNED WITHIN 15 DAYS OF SHIPMENT
- PARTS ARE UNUSED
- ASSOCIATED FASTENERS ISSUED A RETURN AUTHORIZATION NUMBER

RETURNS AFTER 15 DAYS WILL POTENTIALLY BE SUBJECT TO A 25% RESTOCKING OR A \$15 MINIMUM FEE AS DETERMINED BY MANAGEMENT.

RETURN CODES:

CUSTOMER ORDERED INCORRECTLY

CUSTOMER NO LONGER NEEDS

WRONG ITEMS RECEIVED

ITEM ENTERED INCORRECTLY ON SALES ORDER