



INSPECTION, ACCEPTANCE, AND RETURN OF PRODUCTS

The Customer can return any portion of an order that is damaged, defective, or shipped in error, subject to the following requirements:

- Returns must be accompanied by a Sigma Supply of North America (SSNA) Return Authorization.
- Customer must request a Return Authorization and physically return the merchandise to SSNA within 21 days (3 weeks) from date of invoice.
- Undamaged merchandise must be returned in the purchased unit of measure, in re-saleable condition, and packaged in the original manufacturer's shipping cartons along with associated materials.
- Damaged merchandise must be returned in the purchased unit of measure and may be subject to a 15% restocking charge pursuant to the nature and cause of the damage.
- Food products, discontinued items, and special order items are not eligible for return.
- SSNA will not accept returns of any item in excess of the quantity originally purchased.
- SSNA reserves the right to refuse returns that do not comply with these terms and may assess a 15% restocking charge.

Refused returns will be shipped back to Customer, freight collect. Any requests for proof of delivery must be made within 42 days (6 weeks) after receipt of invoice; after 42 days no proof of delivery will be supplied.

To initiate a return, send an email to onlinereturns@sigmasupply.com.