



All From 1 Supply strives to ensure that our customers receive only the highest quality service and merchandise. However, we realize that occasionally you may wish to return an item, cancel an order, or on very rare occasions your merchandise may get damaged during transit. Please review the following terms and conditions concerning these situations.

**RETURN POLICY:** Only un-opened, non-customized merchandise will be considered for returning. All return requests must be made within 90 days of invoice and are subject to a 10% restocking fee. Returns will NOT be accepted for any customized merchandise or special orders such as springs, roll doors, diamond plate, bollard covers, custom paint colors, etc. All returned merchandise must be in its original packaging, un-opened and in sellable condition. Items that have been used are non-returnable. Prior authorization is required for any return with a corresponding MRA number.

**Shipping Charges** are not refundable. Credits for returned merchandise will not include the original shipping charges. Customers are also responsible for coordinating and paying all shipping charges involved in returning merchandise.

**Cancellations:** Orders must be canceled prior to shipping. All credit card transactions are subject to a 5 percent cancellation charge (a pass through charge from the bank) unless requested the same day as the sale. Special or custom orders are non-cancelable once processed.

**Lost or Damaged Packages:** When accepting any shipment all packages should be thoroughly inspected and a piece count made. All freight related damages or shortages must be noted on the bill of lading at the time of receipt. DO NOT sign for visibly damaged packages or boxes without a full inspection of its contents. Failure to make notations on the bill of lading at the time of receipt regarding missing or damaged items may void the shipping insurance. If you receive a damaged item, please contact AF1S within 24 hours.