



301 Commerce Street, Suite 2700
Fort Worth, TX 76102-4127
(817) 215-7000

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RETURN GOODS POLICY

Following are the terms and conditions for authorization to return stock inventory back to CANTEX, Inc:

1. Permission for such return of goods must first be obtained from CANTEX in writing. Such request must show CANTEX invoice number, date, quantity of items and CANTEX part number.
2. Material to be returned must be new, unused, properly packaged and in resaleable condition. No credit will be issued for open or partially used packages. Any product that does not meet these requirements will not receive credit and will only be returned at the customer's expense.
3. Request for return must be processed within 6 months from date of purchase.
4. The RGA will expire 30 days from date of issue. If the material is received after that date then the terms of the return must be renegotiated.
5. Material must be received at the location indicated on the RGA or it will become null and void.
6. Restocking charge is 25%.
7. The distributor will prepay freight cost to return the product and the outbound freight will be deducted from the credit issued.
8. RGA's must more than \$250 minimum for one PO.
9. **CANTEX will not accept product returns from jobsites.**
10. RGA requests for made-to-order products and products quoted non-cancellable and non-returnable will automatically be denied. This includes the special radius elbows.
11. CANTEX, Inc reserves the right to reject any request for return.