RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

- Return Merchandise Authorization (RMA) – An RMA is issued by Jerry Pate Company (JPC) Customer Care for an item that has been ordered and received by the customer where one or more of the following issues occurs:
    - An item has been shipped incorrectly by JPC or one of our vendors.
    - JPC shipped more quantity of the item than was ordered.
    - An item that was ordered incorrectly by the customer and needs to be returned.

- An RMA should be requested within 10 days of receipt. You may call Customer Care or email your request to JPC for authorization. Once approved, JPC will issue an RMA number to be sent back along with all paperwork received with the shipment.
    - customercare@jerrypate.com
    - Customer Care Direct Line, 1-800-700-7004

- You should have the following information available when requesting an RMA:
    - JPC-CEC sales order number
    - Item number
    - Quantity
    - Description of the problem

The following criteria will determine if a 15% restock fee will apply to returned merchandise:

- If an error occurs due to the fault of JPC, no restock fee will apply. We will also credit the inbound freight, handling fee and arrange to get the merchandise back to our location. JPC utilizes two methods to retrieve product. One is by way of a FedEx, UPS, or other freight carrier's return label. JPC will send a return label to you as soon as the request has been made. The second method is for larger items commonly shipped by truck line. In this case, JPC issues a call tag that advises our shipping carrier to come to your location for the specific reason of picking up an item.

- If an error occurs due to the fault of the customer, a 15% restock fee will be assessed provided an RMA is requested and the item(s) are returned within 10 days of receipt. If the item is a non-stocking item, and is ordered in error by the customer, a higher restocking fee may be applied (to be determined by the manufacturer). If the RMA is not requested within 10 days of receipt, a higher restock fee could be assessed. Merchandise ordered in error must be returned to JPC, freight prepaid, with proper authorization.

- Special ordered (non-stocking) items are not returnable for credit unless requested within 10 days of receipt. We cannot waive the restock fee on factory shipped items.

- JPC will impose a 15% or higher restock fee, regardless of error, if the items are returned without an RMA number from JPC. Special order items, non-stocking items, or items determined not to be sellable that are returned without an RMA will not receive credit and will be returned to the customer or scrapped.

- Requests to return unused products or parts that are no longer needed by the customer will not be considered eligible for return 180 days after the original purchase date.

When returning items to JPC, please use the following address:

Jerry Pate Company
Attention: Warehouse
RMA # _____
6100 Village Oaks Drive
Pensacola, FL 32504

Returned items received in a non-sellable condition cannot be restocked. Defaced items (scratched, dented, rusted or written on with marker) will not be accepted. If defaced items are returned to JPC, they will be returned to the customer freight collect or scrapped.

DAMAGED AND SHORT SHIPMENTS

- When merchandise is shipped from our warehouse, by law it becomes your property. The bill of lading is an acknowledgement from the transportation company of the receipt of the merchandise received in good condition.
- Under no circumstances should you refuse a shipment from JPC or any other JPC vendor. Even if you know the shipment is in error, accept the items and contact our Customer Care Department to resolve the matter. Refusing a shipment will automatically subject you to additional freight charges and restocking fees.
- If any damage or shortage is noted, or does not agree with the bill of lading, do not accept the shipment without noting the damage or shortage on the freight bill and obtaining the signature of the driver. Failure to do so may jeopardize your recovery from the transportation company.
- Keep copies of all claims. Having copies of claims will ensure your protection with the carrier who is responsible for the damage or shortages. Certain carriers will require you to keep the original packaging.
- It is your responsibility to file a claim promptly with JPC. You have 10 days, from the date of receipt, to contact our Customer Care Department concerning any problems with your order. This policy includes shipments from both JPC and any orders shipped direct from vendors.