



## **CUSTOMER RETURN/CREDIT MEMO POLICY**

We appreciate your business and recognize that you may occasionally want to return product that you purchased from Apollo Sprayers International, Inc. To facilitate the prompt handling of your return and to avoid any misunderstandings we have outlined our return policy below.

### **RETURNS**

A **Return Materials Authorization (RMA)** number must be issued by an Apollo Sprayers Customer Service Representative. The Representative will ask for the invoice number, date of purchase and reason for the return. No returns will be accepted without the RMA written on the outside of the box.

Returned merchandise is subject to a **25% restocking fee** unless it was defective or was shipped in error.

Due to the cost of administering returns, there is a \$25.00 minimum charge, unless the product was defective or shipped in error.

No merchandise can be accepted for credit after **30-Days** from the original invoice date.

Credits will only be administered to the original purchaser with a receipt clearly showing the purchase of the product being returned.

Only merchandise that was originally sold by Apollo Sprayers, or one of our Authorized Dealers, will be credited. All other returns should be sent back to the distributor you purchased it from.

### **WAREHOUSE SHORTAGES AND OVERAGE**

Despite our best efforts, mistakes are sometimes made in filling orders. We honor shortages and claims with the expectations that overages will also be declared.

If you do not receive all the merchandise that is listed on the packing slip, or you were sent product that is not listed, please notify our office immediately at 1-888-900-HVLP(4857).

In accordance with our terms of sale, shortages must be reported within three (3) business days.

### **FREIGHT SHORTAGES/DAMAGED MERCHANDISE**

If you do not receive all the boxes as noted on the packing slip, or if **any** of the boxes are damaged, you must **immediately** notify Apollo Sprayers within three (3) business days at 1-888-900-HVLP (4857).

We will promptly assist you in tracking your missing package, filing a claim with the carrier and replacing the lost or damaged item/items.

***We thank you for your business...TEAM APOLLO***

### **CONTACT US**

1030 Joshua Way, Vista CA 92081 • Phone: 1-888-900-4857 \* Fax: 760-727-9325 • [www.hvlp.sunless.com](http://www.hvlp.sunless.com)