

## **TW & Company, Inc Return Merchandise Procedures and Policies:**

Thank you for choosing TW & Company, Inc to become your collaborator and your source of Men's Shirts & accessories vendor. As a valued customer we strive to offer the best products and services that will increase the overall profitability of our customers. We work hard to earn your business!!! As the nature of the Men's Clothing business, we understand that mistakes do happen and we have tailored our return policies to offer solutions when the unfortunate situation occurs.

### **Basic Policy overview:**

We stand behind our products and ensure that all products have been tested with the most comprehensive Quality Assurance in the industry. All of our products carry a fifteen (15) day limited warranties. If you are having troubles with our products, please contact or inform us before or during the warranty period.

If you need to file an RMA, please review the products return policies and limitations set forth.

### **Product Warrenties:**

All TW & Company, Inc products are cover by a fifteen (15) days limited warranty. TW only accepts products due to manufacturer defects! Any products damaged through: misuse, abuse, improper installation, alternation, shipping, or repair will not be accepted.

#### **Clarifications:**

1. "A Manufacturer defect is defined as a frailty or shortcoming in a product resulting from a departure from its design specifications during production.
2. Physical damaged products are defined as items which have been damaged due to: misuse, abuse, improper installation, alternation, shipping, or repair
3. "DOA" Damaged On Arrival products are products which arrived damaged due to parcel carrier's mishandling of the package.

### **Products return policies and limitations:**

1. It is the sole responsibility of the customer to inspect all merchandise upon receipt.
2. Wrongfully shipped items may be returned ONLY if an RMA request is made within 72 hours of receipt.

3. All returns require a Return Merchandise Authorization (RMA) number, issued by TW & Company, Inc only. All RMA must be accompanied by copies of invoice/s and Returned merchandise Authorization number, without proper documentations, Emax reserves the rights to decline and/or void any or all warranties.
4. TW & Company, Inc will refuse any and/or all unauthorized returns, merchandise, and parts without an RMA number.
5. All returned merchandise must be in its original packaging, in new or in working condition and in resalable conditions. Any merchandise which shows signs of temperment to its packaging and actual product will be void of its original limited warranties.
6. TW & Company, Inc only accepts product due to manufacturer defect! Any products damaged through: misuse, abuse, improper installation, alternation, shipping, or repair will not be accepted.
7. TW & Company, Inc will refuse and/or impose a 25% restocking fee for non-defective items.
8. The RMA number must be clearly written in large print on the exterior of the parcel. Any returned merchandise and parts without RMA number marked on the exterior of the parcel will be refused and returned at the customer's expense.
9. It is the customer's responsibility to inspect all items prior to return shipping. All returned merchandise and parts without original packaging will not be accepted.
10. All defective merchandise will be exchanged for the same item/s or will be issued a credit per customer's request.
11. Bulk returns must be are bundled or batched together according to part numbers.
12. Customer agrees to pay all shipping charges related to the return of the merchandise and parts. TW & Company, Inc will only be responsible for one-way shipping to replace any products.

13. Credits approved are considered as in-store credits only and can only be applied to future orders.
14. Customer must report any invoice errors, mistakes, and shortages to Emax within three business (3) days from the receiving date.
15. RMA numbers issued by TW & Company, Inc are valid for seven (7) business days and will be void after. Customer must request another RMA after the validity of the previous RMA.
16. Any and/or All RMA products are subjects to inspections and approved by TW & Company, Inc