

# PRODUCT RETURNS

---

Olympus Group provides two ways to obtain a return authorization number, provided the return meets manufacturer's guidelines. You can email ([sales@olympusgrp.com](mailto:sales@olympusgrp.com)) or call Customer Service at **1-800-558-9620**. An Olympus Group Representative will assign you an RMA No. and assist you with any questions you may have. Business hours are 8:00 a.m. to 5:00 p.m. Central Time.

Olympus Group adheres to all manufacturer warranty and return policies. All product returns must be processed with a Return Material Authorization No. NO returns, of any type, will be accepted without this number.

- All claims or shortages must be reported to Olympus Group within 7 days. RMA's issued by Olympus Group are valid for 15 days only and product must be returned to Olympus Group within this timeframe.
- Factory representatives do reserve the right to request return or approve field destroy of product.
- All returns must be in original boxes, have original UPC codes on the product, and be in original packaging and resalable. Credit will be issued less a restocking charge of 20% (minimum \$15 restocking charge).
- Please ensure that RMA number appears on outside of carton or shipping label used to ship product to Olympus Group.

Please have the following information on hand when requesting an RMA No.: customer name, ship to location ID, invoice number, and the nature of the problem. All can be found on your invoice. Please note that the following products cannot be returned:

- Discontinued products
- Special order products
- Open or used product or products in an unsuitable resale condition
- Closeout, remanufactured and refurbished products

All order discrepancies (shortages, mislabeled product, damaged product or overages) must be reported to Customer Service within 7 business days after receipt of the shipment.

\*\*Customers are responsible for shipping charges and risk of loss on all return shipments. Olympus Group will credit one way shipping for returns that are our error.

