

## R.G.A. Guidelines

The following guideline outlines ELMES INC policy for returned goods.

- 1) Please do not automatically deduct the value of the return goods less restock and freight charges. You will be notified of the credit allowed after ELMES INC inspects the returned goods.
- 2) Please indicate the reason for returning merchandise so that ELMES INC can address specific defects or product problems and improve our quality and service.
- 3) We can not issue credit on merchandise with scratches or other damages.
- 4) Please carefully pack and return merchandise preferably in original cartons.
- 5) We regret we can not issue credit for merchandise that has been damaged in transit. The responsibility of such damage(s) shall be taken by the carrier.
- 6) Please note all visible damage at the time of delivery on the bill of lading, and concealed damage must be reported to the carrier within five days of delivery.
- 7) Returns are accepted within 45 days of the invoice date.
- 8) Please note our following restocking fees.

Standard Items (Listed in the latest catalog with their design numbers and sizes specified therein.)

Pair Orders 50%

Piece Orders 60%

In situations when the return is damaged we will require a restocking fee of 60%-100%. Please note that particularly brass & bronze made items are liable to be damaged easier than other materials.

Custom Made Items (Including non standard finishes, sizes, all full height pulls and discontinued items excluded in the latest catalog.) - No returns accepted.

9) Cancellation Fee

- a) Before shipment (air- or sea-freight from Japan to ELMES INC)

Standard Items:

In principle, no fee required. However, we may request a 10% charge after the order enters production or the export packing is completed.

Custom Made Items:

We may request a 10%-50% cancellation charge according to the production process at that time.

- b) After shipment but before delivery.

Standard Items: Same as mentioned in Article 8 (Restocking fees).

Custom Made Items: We are requesting a 60% cancellation charge.

Remarks: The above percentages are against our selling price.