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KGP RETURN MATERIAL AUTHORIZATION (RMA) POLICY

- I.** KGP will issue a RMA to its customer without a restock charge for incorrect shipments or defective item shipments made by KGP.
- II.** All return requests are subject to internal review before approval. Return Request may be denied based on other terms and conditions.
- III. Stock Items (Replenished)**
- A. The minimum RMA dollar amount is \$50.00. RMA requests below \$50.00 will not be approved.
 - B. RMA requests made up to 30 days from the date of invoice will be assessed a 15% restock fee.
 - C. RMA requests made after 30 days from the date of invoice will only be issued following a review of stock and demand and will be assessed a 20% restock charge.
 - D. RMA requests made after 60 days from the date of invoice may be issued after a review of stock and demand and will be assessed a minimum of a 25% restock charge.
- IV. Non-Stock Items (Drop & Non-Replenished)**
- A. RMA requests for Non-Stock Product will only be approved after KGP receives a Return Material Authorization (RMA/RGA) from its supplier. KGP will not take this product into inventory.
 - B. All Restocking/Return charges from the supplier will be passed on to the customer. There may also be additional handling charges assessed by KGP as noted below.
 1. RMA requests made up to 30 days from the date of invoice will be assessed a 15% restock fee.
 2. RMA requests made after 30 days from the date of invoice will only be issued following a review of stock and demand and will be assessed a 20% restock charge.
 3. RMA requests made after 60 days from the date of invoice may be issued after a review of stock and demand and will be assessed a minimum of a 25% restock charge.
 - C. RMA requests for Stocked Non-Replenished product will only be issued if a customer's contract requires KGP to take the product back.
- V. Terms and Conditions**
- A. Valid RMA's will be issued by KGP.
 1. Email: contactkgp@kgptel.com. - ***Return request in subject line.***
 2. Call requests in at: **800-755-1950**.
 2. Fax requests to **800-776-3952, attn: post sales returns.**
 - B. Returned product(s) must have a RMA number visible on the outside of the customer's packaging in order for it to be accepted at a KGP Distribution Center.
 - C. Do NOT write on the outside of manufacturers' boxes. All products must be in original boxes and packaging and in a re-sellable condition in order to receive credit.
 - D. KGP will issue the customer credit following the receipt and inspection (Per C above) at the DC or after KGP receives supplier credit for direct returns.
 1. KGP's customers are not authorized to take credit without the appropriate credit memo.
 - E. Freight charges on all returned products to KGP are the customer's responsibility (except on the return of defective items or incorrect shipments made by KGP).
 - F. KGP-issued RMAs are valid for 30 days from the date of issue.

KGP reserves the right to modify or cancel this policy at any time.