



Returned Material Policy

All returns:

1. All returns must be pre-approved and accompanied by a Return Material Authorization (RMA) number. Warehouse personnel are not authorized to approve returns or accept any material without an RMA number.
2. Authorization for returns is valid for thirty days from the date given.
3. All returns are subject to inspection before credit is issued.

Returns for customer convenience:

1. Returns are subject to a general restocking fee of 25%. Restocking fee may be raised or lowered at Priority Wire's discretion depending on the age, condition or length of the material.
2. Material must be returned in original sellable condition. We will refuse credit of dirty, damaged or worn material if cause of return is unrelated to such condition.
3. Returns of cut material are accepted at our discretion and subject to a 50% minimum restock.
4. Customer will be responsible for both outbound and inbound freight charges. If the original order was Prepaid & Allow, original freight will be deducted from credit issued.
5. Customer is responsible for setting up the pickup for the return with the freight line of their choice. If material is damaged by the freight line upon return, the customer will be responsible for handling the freight claim and picking up the material. The material will not be credited.

Returns for freight damage or shortages:

1. Delivery receipt must be signed damaged or short to accept return for freight damage.
2. Return shipping rules must be followed as specified on the RMA (such as freight line) or customer will be responsible for freight charges.
3. We do not have recourse with carriers on collect shipments sent on a customer's account. Therefore, we cannot assume liability for damages, delays or lost shipments and cannot file freight claims on the customer's behalf.

Returns for our error:

1. Every effort will be made to correct the error promptly.
2. Return shipping rules must be followed as specified on RMA or customer will be responsible for freight charges. We will not pay freight charges not billed on our account.
3. Customer is responsible for setting up the pickup for return with the specified carrier on RMA.
4. If the original order was Prepaid & Charge, a pro-rata portion of the freight will be credited in the event there is either no replacement or the replacement was shipped Prepaid and Charge.