

# Inter Global Return Goods Policy

## A. Non Conforming Product

1. Customer will contact Inter Global Inc.(IG) to request an Return Good Authorization (RGA)
2. Customer will provide IG with:
  - a. Item number
  - b. Receipt date
  - c. PO number
  - d. Issue with product
  - e. Quantity
3. Inter Global will provide:
  - a. RGA number
  - b. Routing information for the return
4. Both parties will agree on replacement or non replacement of product
5. Upon receipt of product credit will be issued; subject to count verification. Credit will not be issued for damaged or destroyed product.

## B. Customer request to return product

A customer may find they have a need to return product that they ordered incorrectly or their customer canceled the order

1. Customer will contact Inter Global Inc.(IG) to request an Return Good Authorization (RGA)
2. Customer will provide IG with:
  - a. Item number
  - b. Receipt date
  - c. PO Number
  - d. Issue with product
  - e. Quantity
3. Inter Global will provide:
  - a. RGA number
4. Customer is responsible for return freight to the IG facility
5. Upon receipt of product credit will be issued less 15% restocking fee; subject to count verification. Credit will not be issued for damaged or destroyed product.

