



CONCORD SUPPLY **RETURN POLICY**

If you wish to return product for credit, please take the following steps:

- Contact Christina via fax or email to ask for a Returned Goods authorization (RGA)
- In your request please include item(s), quantity, original purchase order(s), any other important details of the return and your contact information
- Christina will send you back your RGA. If you agree with the terms you may return the shipment
- Ensure that you have the correct supplier on the paperwork and return to Concord Supply
- Please ensure that the RGA number given to you is clearly marked on the return paperwork and waybill
~ PLEASE NOTE THAT WE DO NOT ACCEPT RETURNS WITHOUT A PROPER RGA NUMBER ~

Terms & Conditions

- Generally all returns are subject to a 25% restocking charge, however each request will be considered individually
- Returns are to be sent to Concord Supply, with the freight charges prepaid by the customer, unless special arrangements are made for pickup via our truck
- You will be notified shortly after receipt of any discrepancies with your return – if this is the case please adjust your paperwork accordingly

~ Thank you for your help and cooperation with this matter. We appreciate your business. ~

Christina Robitaille

<p style="text-align: center;">Concord Supply 2353 Bowman Street, Innisfil, ON L9S 3V6 Tel: 877-436-3800 Fax: 888-745-6666 Christina@concordsupply.ca</p>
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