



## Returned Goods Policy

OmniMax at its discretion may accept Products of its manufacture for return and material credit subject to the following conditions:

- Prior formal approval with RMA (Return Materials Authorization) number must be secured from OmniMax.
- The request for an RMA number must include the following information:
  - Delivery / Pick up Dates
  - Item Number
  - Description
  - Quantities
  - Sales Order
  - Invoice Number
  - Reason for return request
- All materials to be returned must be currently stocked items, in re-sellable condition, and in full length sizes.
- Credit will be allowed for quantities actually received by OmniMax in good condition and subject to OmniMax inspection.
- A 25% restocking charge will be assessed on all returned stock material.
- Material must be returned within 20 days following a receipt of an RMA number and/or 3 attempts made to pick up any delivered product, after which the RMA number is no longer valid and will be cancelled. Material purchased more than 30 days prior to the return request is not returnable.
- There are no cash refunds.
- Custom colors or custom items are not returnable.

For further questions or forms, email [KnotwoodOrder@OmniMax.com](mailto:KnotwoodOrder@OmniMax.com).