



Devoted to the safety of your employees and committed to the bottom line of our partners



Merchandise Return Policy

Please contact a DiVal Customer Service Representative to arrange for the return of a DiVal product. The following procedure will ensure that your return is handled in a proper and expedient manner.

Discrepancy in Order or Damaged Goods

DiVal should be notified within 7 days following delivery of any discrepancy in the order or of any damaged item received to be eligible for merchandise return.

Pre-Authorization

Before returning any merchandise to DiVal please contact Customer Service for a “**Returned Goods Authorization Number**” (RGA). Before calling have ready your purchase order and date of purchase of the goods as well as how many units you intend to return. Distributor must supply invoice number and serial numbers where applicable. Any product returned to DiVal without an RGA number will not be accepted and will be returned at your expense.

Eligible Products

Products ordered in connection with natural disasters, pandemic, or like situations may not be returned. Stock items may be returned to DiVal at any time within 60 days of purchase. Beyond 60 days, no returns will be authorized. Only products in new, re-sellable condition will be accepted. No custom/special order items will be accepted for return. You will be notified if any merchandise is not eligible for credit due to product condition or other, even if properly returned under this program. Un-credited returned merchandise will be held for 30 days and then discarded unless you notify DiVal to return the product at your expense.

By my signature, I acknowledge that I have read, understand, and agree to DiVal's return policy as defined in this document.

Signature

Date: _____

Phone: 716.874.9060

Toll Free: 800.343.1354

Online: DiValSafety.com

Product Packaging

To ensure that warehouse personnel properly process your return, please include the RGA number on the outside label of every box you are returning. The product must be in original packaging and inner bag sealed. Only products received by DiVal in re-sellable condition are eligible for credit. Any damage found either resulting from use, handling or transportation will be your responsibility and are not eligible for credit.

Freight Prepaid

Authorized returning product must be sent to DiVal freight prepaid.

Merchandise Credit

Product returned to DiVal which has met the above criteria, will be credited to the account in the form of a credit memo. This credit may be used toward past or future purchases of DiVal products and services. The value of the credit will be based upon your invoiced purchase price of the product, less applicable restocking fee, as well as the number of re-sellable units returned.

Restocking Fee

All returns will be charged a restocking fee of 20% of the original invoice price.

Buffalo • Rochester • Syracuse • Albany
Pittsburgh • Boston • Ft. Lauderdale • Houston

