



RETURN POLICY

Your complete satisfaction is important to us. Without it we couldn't stay in business. We know that from time to time, you may need to return a product purchased from The Supply Cache, Inc. We try to make the process go as smoothly as possible. For that reason we are providing you with the following return policy.

We will refund or exchange any unused merchandise that is returned, within **60 days** of receipt, without a restocking fee. A **15% restocking fee** may be applied, at our discretion, on approved returns past 60 days of receipt of product and no returns will be accepted after six months. Merchandise must be in original packaging and in re-sellable condition. Exchanges are subject to additional shipping charges. Please note that shipping and handling costs will not be refunded unless the return is being made due to an order error on our part. Manufacturer's warranties apply to all products. If you are not satisfied with an item please call us before you return it.

How to Return an Item:

1. All items being returned must be assigned a **Return Authorization Number (RMA#)**. This number will provide us with the information we need to process the return in a timely manner and to make sure that the proper account receives the credit. You may obtain a RMA# in one of two ways:

A. **Call us at: 1-800-839-0821** and one of our customer service representatives will be happy to assist you.

B. E-mail our service department at **info@firecache.com** and a customer service representative will answer your inquiry within a timely manner.

2. Write down the **RMA#** you received in the space provided here. **RMA#**.....

3. Write down your **Invoice#** in the space provided here. **Invoice#**.....

4. Repack the item(s). Please write the RMA# on the outside of the shipping box you are sending your item(s) back in. Please include inside the box a copy of this completed sheet.

5. You can ship the item(s) back via your preferred method, and we recommend insuring the package for your protection. The Supply Cache, Inc. cannot be responsible for returns that are lost or misdirected in shipping. We can only credit you for items received back in our warehouse.

Send Returns to:
The Supply Cache, Inc.
1980 Caribou Drive
Fort Collins, Colorado 80525

6. Once the item is received and inspected, a credit/refund will be issued. Credits/refunds are processed within two weeks of receipt of return.