



Galaxie Defense Marketing Services Return Policy & Instructions

All returned goods MUST be authorized by a Galaxie Defense Marketing Services Customer Service Representative. All goods must be returned in its original packaging, unused and in resalable condition except for warranty returns. For returns, please contact our Customer Service Department at Toll Free (888) 711-3427. Only goods with an invoice date of less than thirty (30) days will be considered for a Return Goods Authorization (RGA). All materials returned must contain the RGA number on the exterior of the shipping package otherwise, experienced delays will occur. A restocking charge of 35% of the purchase price will be applied with the exception of warranty returns. Freight charges are prepaid by the customer. All goods must be returned within thirty (30) calendar days of the RGA issue date. All returns that are not in resalable condition after thirty (30) days of the RGA issue date are subject to disposal without issued credit. Discontinued products cannot and will not be authorized by Galaxie Defense Marketing Services. Under no circumstances will special order items be accepted for return. Exceptions to returns may apply upon exclusive circumstances.

Please note that if freight was originally paid to receive an item, freight charges may apply to return the item back to the appropriate warehouse. Certain items may not be returnable or may have specific return instructions as indicated below.

Hazmat Returns:

Hazardous material items, such as fire extinguishers, refrigerant, paint and gas powered motors, marked with this icon require special handling and are subject to additional freight charges. You will be notified of any charges. Hazmat items are not returnable because of federal safety restrictions.

Restocking & Cancellation Fees:

Reused or canceled factory direct orders are subject to a 35% restocking fee and return freight charges. Cancellation fees may apply on quoted volume, customized, or non-catalog orders.

Customized Orders/Special Item Orders:

Customized orders including fabricated, special order, and custom made-to-order factory direct items are nonreturnable.

Shipped Outside the Continental U.S.:

Items shipped outside the continental U.S. are nonreturnable.

Warranty Returns:

Product warranties are established by the manufacturer of the product offered. If the product was purchased by phone or email, please provide the purchase date, the original invoice number, the part number, quantities and a description of the defect

Cut-to-Length Products

Because of the special nature of the order, cut-to-length products are considered final sale and may not be returned for credit.

VOC (Volatile Organic Compounds) Limits

GDMS may be prohibited from offering certain products due to restrictions or requirements of various federal, state, local and other entities having jurisdiction in these matters. VOC restrictions may change without notice.

Requirements/Instructions for a Return:

Call 1-888-711-3427 to speak with a GDMS Customer Service Representative and request a Return authorization number to process a return.

- Write the RA number issued by a GDMS Customer Service Representative on the shipping label. (Returns will not be accepted unless accompanied by this number).
- All returns must be in their original packaging and shipped back to the Customer Fulfillment Center from which they originated (Will be provided on Return Authorization Form)
- Please include a copy of your packing slip.
- Claims for discrepancies in shipment must be made within 7 days of receipt of merchandise or they will not be accepted.
- Materials returned after 30 days from date of shipment will not be accepted or maybe subject to additional fees as noted above.
- Customized, specialty item orders, Hazmat, and altered or etched items will not be accepted.

Responsibility of Additional Fees:

The customer accepts full responsibility of return costs and additional fees if requirements have not been met within the time constraints as follows: (i.e. exceeded the deadline to return goods, deadline not met for Manufacturer Warranty). Returns may also be denied due to any of the above stated circumstances.

Warranty Claims:

Any Products believed to be defective as covered by warranty may not be returned without prior written Returned Materials Authorization (RMA) from Galaxie Defense Marketing Services covering specific items and quantities within thirty (30) days from the discovery of the alleged defect(s). Galaxie Defense Marketing Services will inform the purchaser where to ship the product(s), shipping charges prepaid by the buyer, for examination. In the event in which an examination reveals a defect covered by this warranty; Galaxie Defense Marketing Services, at its sole option, have the product(s) repaired or replaced and returned it(s) replacement to the purchaser, with charges only for shipping.

Galaxie Defense Marketing Services agrees to pass through any third party warranty that is received from the manufacturer of the products to the buyer. The extent of any third party warranty details, terms and conditions, remedies and procedures may be expressly stated on, or packaged with, or otherwise accompanying the products.

Exclusions: This warranty specifically excludes, and Galaxie Defense Marketing Services shall not be held responsible for the following:

- COSTS ASSOCIATED WITH INSTALLING, REMOVING OR REINSTALLATION OF THE PRODUCT.
- Damage caused by Product malfunction or failure attributable to acts of God.
- Improper use or installation.
- Poor or no maintenance.
- Work performed by other than an Authorized manufacturer technician.
- Failure to follow the manufacturer operating instructions or environmental specifications
- Incorrect application, modification, vandalism, erosion or corrosion, shipping and/or handling, improper storage, accident, misuse, abuse, or any other cause not within the control of Galaxie Defense Marketing Services
- This warranty is void if any modification is made to the warranty product, regardless of whether the modification causes or contributes to the alleged defect. All modifications are made at the risk and expense of the party making the modifications.
- The company shall not be liable for any repairs, replacements, or adjustments to the product or any costs of labor performed by the purchasers or others without the company's prior written approval

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