

## CANCELLATION/REFUSAL/GOOD STOCK RETURN POLICY (revised 11/1/15)

The good stock return measure was adopted to help out a member who ordered an expensive piece but either lost the customer or the customer changed his mind. ADC appreciates member cooperation in following the procedures listed below.

- a) ADC will accept cancellations up to two hours before cut-off time so that we do not pull that order to the dock nor transport it to the dealer.
- b) Drivers cannot accept cancellations at time of delivery *unless the carton is opened in front of him and he is shown the damage*. Boxes opened out of the direct view of the driver or found damaged after it had been opened and viewed by both dealer and driver, will not be accepted as damaged returns. A piece cannot be refused based on condition of the box unless the merchandise is proven damaged in front of the driver.
- c) A Dealer should accept all of his ordered merchandise unless it meets the above conditions. No credit will be issued for pieces not accepted when delivered unless they are immediately proven damaged.
- d) The same rules will apply to a dealer picking up merchandise. No cancellations will be accepted once the merchandise is pulled to the dock *unless opened in front of an ADC supervisor and found to be damaged*. No credit will be issued if the dealer refuses to take the ordered and pre-pulled merchandise.
- e) In order to prevent additional handling on big screen TV's an exception will be acceptable *if the cancellation is made at the time of delivery or pickup*.
  - A \$30.00 restocking fee will be charged if the unit is under \$1,500.00
  - A \$50.00 restocking fee will be charged if the unit is over \$1,500.00
  - In addition, trucking and A & B charges will be assessed
- f) Good stock returns will be **limited to one week/5 business days** from delivery or pick-up time.

There are certain rules in which good stock returns must go by. They are the following:

1. The box must be **unopened** and **in perfect condition**
2. The piece must have a value of at least \$100
3. Special Orders are excluded
4. Electronics are excluded
5. Seasonal items such as air conditioners, dehumidifiers and grills are excluded
6. Show orders are excluded
7. Discontinued items are excluded
8. Clearance items are excluded

## **POLICY FOR MERCHANDISE CHARGES**

### **Cancellations**

- Back orders have no cancellation charges. If the requested piece is on a purchase order with the vendor and we are unable to cancel per vendor, order will be reinstated.
- Cancellations due to damage/no stock will be no charge.
- No Show Orders, Display Orders or Special Orders can be cancelled. Orders will be reinstated

### **Return Authorizations**

- Good Stock: \$10.00 plus administrative and warehouse charges.
- Damage: \$10.00 plus administrative and warehouse charges.

## **CONSUMER DELIVERY REFUSALS/RETURNS**

Consumer Delivery Refusals/Returns will be handled like any other Good Stock or Damage return. The Dealer will need to get a Return Authorization from ADC and have the carrier bring the unit back to ADC with the Return Authorization