

RETURN POLICY

Brooklyn ▪ Baldwin ▪ Farmingdale ▪ Bohemia ▪ Brooklyn-Red Hook
New Hyde Park ▪ Manhattan ▪ Stamford ▪ Milford ▪ Hartford

Stock Items (Items in Stock at a Local Branch or Johnstone Distribution Center)

- Items must be New and Unused, never-installed, in the manufacturer's original packaging and condition, and in factory original re-saleable condition; condition is subject to inspection and approval.
- Items must be returned within 60 days of the original purchase date.
- Any return that is beyond 60 days of original purchase must be approved by a Manager and may incur up to a 25% Restocking Fee.
- In cases where additional quantities were ordered to satisfy a customer request or where items are discontinued, superseded, or are no longer in season, Johnstone Supply reserves the right to deny the return of Stock items or apply additional Restocking Fees.
- All Equipment returns are subject to approval from the Vendor and are subject to any fees assessed to Johnstone (see below).

Non-Stock/Special Order Items (Items Not in Stock at a Local Branch or Johnstone Distribution Center)

- Items must be New and Unused, never-installed, in the manufacturer's original packaging and condition, and in factory original re-saleable condition; condition is subject to inspection and approval.
- All Non-Stock returns are subject to approval from the Vendor and are subject to any fees assessed to Johnstone.
- Johnstone Supply has the right to deny the return of an item which is identified on a quote, ship ticket, or invoice as:
**Nonstock: Rtrn Subject to Approval*
- Exceptions to allow a Non-Stock Return must be approved by a Manager and must be made within 14 days of the original purchase date.
- All applicable return charges (Restocking Fees, Freight, etc.) incurred by Johnstone Supply will be paid by the customer.
- Non-Stock/Special Order items that are not picked up within 21 days (without prior notification or approval) may be returned to the Vendor (at the discretion of Johnstone) and all applicable charges (shipping and Restocking Fees) shall be paid by the customer.

Equipment

- Equipment must be New and Unused, never-installed, in the manufacturer's original packaging and condition, and in factory original re-saleable condition; equipment returns are subject to inspection and approval.

Warranty/Defective Items

- All Warranty returns must be brought back within 14 days of the purchase of replacement products.
- The Customer is responsible for shipping charges related to the replacement of Warranty/Defective Items.
- All Warranty returns are subject to manufacturer warranty policies, inspection, and approval from the manufacturer and must be returned within the applicable warranty period.
- If the manufacturer deems items to be in working condition or if items show signs of abuse, mis-application or deviation from generally-accepted installation practices, Johnstone Supply reserves the right to re-invoice the Customer.
- It is the Customer's responsibility to provide Johnstone with all information (end-user info, installation details, etc.) required by the manufacturer in order to process warranty claims. Failure to provide this information can lead to the denial of a return or a credit reversal and re-invoicing.
- In cases where the information provided is inaccurate, Johnstone reserves the right to re-invoice the Customer accordingly.
- Johnstone Supply reserves the right to refuse returns for warranty or defective items if products show signs of abuse, misapplication, faulty installation, modification, if they have been used in a manner that does not conform to manufacturer instructions, or if serial numbers removed or defaced.
- Warranty Processing Fees may apply.

Additional Policies

- Johnstone Supply reserves the right to provide an on-account credit for all returns regardless of original method of payment.
- Products purchased on a generic COD or branch "cash account" must be returned with a valid Johnstone Supply receipt and shall require the creation of a Johnstone COD Account.
- No cash refunds shall be issued and credit card refunds will be subject to a card processing fee.
- Johnstone Supply reserves the right to assess Storage Fees for valid orders (for Non-Stock/Special Order items or large quantities of Stock items) not picked up within 30-days of the order becoming ready for pickup/shipment.