



# HIGH BAR BRANDS



## BETTS HD, MINIMIZER, PREMIER MFG. & VIKING STOCK RETURN & ADJUSTMENT POLICY

1. High Bar Brands will review all returns to determine which products and quantities qualify for return. Providing original invoices or PO#'s for returning product will help expedite the request.
2. Product must have been purchased within the preceding 12-month time period.
3. HBB will make every effort to help our customers sell the product on the return list prior to issuing approval.
  - a. This may include:
    - i. Creating customized sales flyers
    - ii. Geo-targeted campaigns via email and/or social media
4. No returns on rubber bushings, obsolete products, or any customer-specified custom products.
5. Returns can be authorized for complete kits. No returns on partial kits.
6. Products that need to be updated to sellable condition will be subject to other charges to be subtracted from the full credit value or deemed ineligible for credit.
7. Product Return Authorization Guidelines:
  - a. Required to have an RMA# issued by HBB. (RMA numbers can be requested online or through customer service)
  - b. RMA number to be clearly marked on shipping container(s).
  - c. Customer is responsible for return freight charges (includes duty & brokerage charges if any).
  - d. Take proper care when packing and preparing the shipment to ensure no damage occurs during transit. No credit will be issued on items damaged while in the customer's possession or during transport.
  - e. Product must be in sellable condition to receive credit. Product not in sellable condition will be returned to customer freight collect or disposed of by HBB at the customer's discretion.
  - f. All returned products are subject to a 20% restocking fee which may be offset by a preapproved 1.5x offsetting order.



# HIGH BAR BRANDS



## DIETER'S AND PANELITE STOCK RETURN & ADJUSTMENT POLICY

1. Customers must obtain a Returned Goods Authorization (RGA) number from [quality@panelite.com](mailto:quality@panelite.com) prior to any returns. Unauthorized returns will not be accepted.
2. In order to obtain an RGA number, we will require the following:
  - Purchase Order or Sales Order number
  - Part number(s) being returned
  - Quantity being returned
  - Reason for the return
3. The RGA# must be clearly marked on all paperwork/packaging in order to avoid your shipment from being rejected at our receiving dock.
4. Panelite by Dieter's reserves the right to charge a 30% restocking fee on parts returned.
5. The parts must be received by Dieter's in resalable condition, or the return becomes void. Resalable means parts have not been installed on a truck, modified, had the protective plastic cover removed from the mirror side of the stainless steel, and/or no damage occurs during transit to our facility.
6. The shipment must be returned via prepaid freight and brokerage at the customer's expense.
  - a. Returning from the US: We recommend shipping with UPS when possible as they will act as the customs broker on your behalf. If you are shipping by common carrier and do not have access to a broker, you can have the brokerage billed to Dieter's/Panelite's Custom Broker listed below, the charges incurred will be deducted from the total credit.
7. We require 10 business days from the time we receive the shipment in order to inspect the parts and issue a credit.
8. There is a no return policy on custom products. All custom orders are considered final.
9. All purchases are considered final after 12 months.
10. If the part being returned is a non-stocking item, Panelite by Dieter's reserves the right to refuse the return. Returns will be evaluated on a case-by-case basis.
11. Stock returns cannot exceed 10% of total purchases from the previous calendar year.
12. Please feel free to contact our office if you have any questions or concerns at 800-331-7952.
13. RGA# expires within 90 days.

**RETURN TO:**

Dieter's Metal Fabricating Ltd. ATT: Shipping Dept  
275 Industrial Road  
Cambridge, ON N3H 4R7 Canada

**DIETER'S CUSTOMS/BROKERAGECOMPANY:**

CH Robinson  
888-645-4726