



Return Authorization Policy

Effective: November 1, 2023

tel 916.793.7334 | sierraselect.com



Eligibility for Return Authorization

It is our policy to deliver complete products in factory sealed cartons that are free of visible damage. Should any carrier attempt delivery of product with visible damage, it should be refused or accepted (at the recipient's discretion) only after thorough inspection. To be eligible for Return Authorization, products must fall under one of the following categories:

- Order Entry or Shipping Errors in Factory Sealed Condition
Including duplicate orders or shipments, and incorrect model shipments:
Return Authorization will be issued without Restocking Fee so long as the product and carton remain in good condition.
- Cancellations or Stock Adjustments in Factory Sealed Condition
Including mistakenly ordered, buyer's remorse and stock adjustments:
Return Authorization may be issued upon Management approval with a minimum 15% Restocking Fee.
- Errors, Cancellations or Adjustments Non-Sealed Condition
Including any of the above that have been opened and repacked:
Return Authorization may be issued upon Management approval, after visual inspection by Sierra Select representative, with a minimum 15% Restocking Fee. The carton must be in good condition with all packaging materials intact.
- Returns of Defective Products or Warranty Service
Including manufacturer defects, warranty service or exchange:
Return Authorization may be issued upon Manufacturer and Management approval, for eligible defective products given Sierra Select has agreed to assist the Manufacturer with the return, exchange, or service of their products.
- Products Received with Concealed Damage
Products shipped by Common Carrier or UPS:
Return Authorization will NOT be issued. A claim should be filed with the carrier.
Products picked up at Sierra Select or shipped by Sierra Delivery Service:
Return Authorization may be issued upon Management approval, after visual inspection by Sierra Select representative, if requested within thirty (30) days of receipt. The product must be repacked in the original carton and all original packing materials showing no damage consistent with the concealed damage.

Returning Products to Sierra Select

To ensure the safe delivery and acceptance of returns to Sierra Select, please follow these guidelines:

- Drop Off or Will Call at Sierra Select
Eligible returns with a valid RA# will be accepted during normal business hours.
- Pickup by Sierra Delivery Service
Given prior approval and availability, eligible returns may be accepted during a scheduled delivery. Returns should be prepared for shipment with adequate packaging to prevent damage to either product or original packaging with a valid RA# clearly visible without breakdown on each carton or pallet.
- Returns via Common Carrier or UPS
Eligible returns should be prepared for shipment with adequate packaging to prevent damage to either product or original packaging. A valid RA# should be clearly visible without breakdown on each carton or pallet. Common carriers should call to schedule delivery during normal business hours.

Limits & Conditions

- All returns must be issued Return Authorization before return to or acceptance by Sierra Select.
- Requests for Authorization must be submitted in writing online, by email (returns@sierraselect.com).
- Return Authorizations will remain active for thirty (30) days from the date of issue. If the product has not been returned within this period, Return Authorization will expire and NOT be re-issued.
- Visual inspections by Sierra Select representative may be required before Authorization is issued.
- No Return Authorization will be issued for products that have been installed.
- No Return Authorization will be issued for products missing original contents, carton, or packaging materials.
- No Return Authorization will be issued for products with damaged cartons.
- Attempts to deliver ineligible, expired or products damaged due to inadequate packaging upon return shipment are subject to refusal or additional charges.

Acknowledge & Sign

Having fully read and understood the terms, limitations, and conditions of this policy:

☐ I agree and accept these terms

Signature

Date

Return Authorization Request

Date _____

Provide the following information about the Dealer requesting Return Authorization:

| Account | Dealer | Contact | Phone/Email |
|---------|--------|---------|-------------|
| | | | |

Products for Return

Provide the following information about each item for which Return Authorization is requested:

[illegible]