

DAMAGED GOODS AND RETURN POLICY FOR PURCHASED GOODS

Damaged or Lost Purchased Goods

Shipments should be inspected *immediately* upon receipt for damaged or lost goods. Buyer/You must note any damage or loss on the carrier's receipt (bill of lading) at the time of acceptance. You should make or request a copy of the noted receipt or bill of lading and forward it to Sizewise/Seller whenever possible. If items are perceived to be damaged or lost after the shipment has been accepted it becomes more difficult to prepare, file and pursue a claim with the carrier if the receipt does not indicate such damage or loss. Please notify Sizewise **as soon as any loss or damage is discovered**. Please have as much information as you can about the particular damaged or lost items, such as model number(s), serial number(s), and a description of the damage (pictures would be helpful).

FAILURE TO FULLY AND ADEQUATELY INSPECT EACH SHIPMENT UPON ARRIVAL MAY IMPEDE OR RESTRICT THE CLAIMS PROCESS WITH THE APPLICABLE CARRIER. SIZEWISE WILL NOT BE RESPONSIBLE FOR ANY DELAY IN CUSTOMER'S REPORTING OF DAMAGED GOODS OR LOST SHIPMENTS.

Please do not, at any time, request the carrier to return the items or shipment to Sizewise without previous authorization from Sizewise for such a return.

Depending on the particular shipping arrangement for your order, the obligation to prepare, file and pursue any claim for any damage or loss may be yours. Please see the following scenarios to determine your responsibility for such claims:

1. If your goods were shipped "**FOB Origin [or Sizewise shipping dock], Freight Prepaid and Added to Invoice**" or "**EXW Seller location according to Incoterms 2010**" pursuant to your purchase contract, Sizewise has paid its carrier to deliver the items and assumes the responsibility for preparing, filing, and pursuing a claim with the carrier. You agree to make reasonable efforts to assist Sizewise in collecting and providing information regarding any damage or loss. Sizewise will coordinate the pickup and return of any damaged items with the carrier, and will receive any reimbursement or payout for any damage or loss. Sizewise will endeavor to either repair or replace the damaged or lost goods, in its sole discretion, within a reasonable time period of receiving notice of the damage or loss.
2. If your goods were shipped using your contracted freight carrier, i.e. your freight management program, your goods were shipped "**FOB Origin [or Sizewise shipping dock], Freight Collect {or bill cost to customer freight carrier account}**" or "**EXW Seller location according to Incoterms 2010**" pursuant to your purchase contract, you have paid a carrier of your choosing to pick up the items from Sizewise and deliver them to your chosen location. You took ownership of the goods when your carrier picked them up from Sizewise. You have assumed both the risk of loss and the responsibility for preparing, filing and pursuing a claim with the carrier. A replacement item may be sought by you by contacting Sizewise and such replacement item will be provided at your cost and expense. Sizewise agrees to make reasonable efforts to provide any additional information necessary for your claim.

Return of Purchased Goods

For purchased products, you may return unused, unpackage, and undamaged items within 10 calendar days of delivery. After 10 calendar days from delivery, we reserve the right to refuse returned goods for any reason. If accepted, the amount of credit will be at the discretion of Sizewise.

A return authorization number (RA #) is required before returning any product. Items returned without a RA number will be refused. RA numbers are available by calling 1-800-814-9389, or by email at Sizewise-parts@sizewise.com, and should be recorded on the outside of the shipping box.

Returns do not include shipping/freight charges shown on the packaging slip or invoice. You are responsible for paying your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund. All returns are subject to a 25% restocking fee, plus any additional costs resulting from damage. The aforementioned restock and shipping provision does not apply to a return of a product where such product is the wrong product, was not ordered by you and was shipped in error by Sizewise.

If your return is approved, we will initiate a refund in an agreed upon method.

All made-to-order / custom orders are non-refundable and non-returnable.

If you have rented goods from Sizewise refer to Sizewise's Rental Return Process for any questions about returning rented goods.