

## Customer Tips & FAQs for Return of Merchandise

*At Wilson & Wilson, Inc., we make a point of customer service! We strive to meet and exceed our customers' expectations. On the rare occasion that a customer is not fully satisfied with their order, merchandise can be returned by keeping the following tips and procedures in mind.*

- **What can be returned?**

Any merchandise, with the exception of custom furniture, custom print jobs, or custom engraved items, can be returned or exchanged within 30 days of the invoice date.

- **How do I return or exchange merchandise?**

Customers should request a Return Authorization (RA) Number to return or exchange merchandise. Return Authorization (RA) Request forms can be obtained by calling Wilson & Wilson, Inc. or seeing your salesperson. Forms can also be downloaded from [www.wilsonandwilsoninc.com](http://www.wilsonandwilsoninc.com) by signing in and choosing Customer Service then Returns from the menus at the top of the page.

- **What information will I need to fill out the RA Request Form?**

You will need to have the invoice number, invoice date, the item number of the returned item, and the item numbers for the new merchandise you are ordering if you are making an exchange. Your salesperson or anyone at Wilson & Wilson, Inc. can help you obtain this information if you don't have access to it.

- **Can I send my return back with the delivery driver?**

Wilson & Wilson, Inc. delivery drivers can pick up returned items when delivering a new order as a courtesy only if the customer has obtained a Return Authorization Number. However, the customer is responsible for making sure that items are returned to Wilson & Wilson, Inc. within 30 days of their invoice date in order to insure the possibility of a full credit for the returned item(s), regardless of whether they are picked up by delivery drivers or dropped off at the Wilson & Wilson, Inc. local office.

- **How do I increase the chances of getting a full credit for returned merchandise?**

Merchandise must be in "saleable condition," meaning a condition that allows them to resell it for its full value, including its original packaging, when received by Wilson & Wilson, Inc. Merchandise that has not received a Return Authorization Number or that is past 30 days from the date of the invoice cannot be accepted. Issuance of a credit for returned merchandise will be contingent upon examination of items upon its return to Wilson & Wilson, Inc. Merchandise can be refused by Wilson & Wilson, Inc. or given a partial credit even after it has been picked up if merchandise is found to be damaged in any way after its return to the store. Merchandise that is returned late, opened, or damaged in any way is subject to a restocking fee of up to \$125.00 or refusal. Refused merchandise will be returned to the customer and their account will be charged in full for the item(s).

- **How will I know if I've received a credit?**

All credits are contingent upon the condition in which the returned merchandise is received, and will be reflected on the Customer's monthly statement.

- **Special Notes for Furniture Orders**

- Wilson & Wilson, Inc. delivery drivers are required to make deliveries, including desk deliveries, as a part of the Wilson & Wilson, Inc. customer service experience. However, any furniture set up and/or placement or removal of trash from the premises that is not specified as PDI on the invoice is done purely as a courtesy. Drivers are not held responsible for set up that is not specified on the invoice.
- Wilson & Wilson, Inc. will not be held liable for any damage incurred to items after the invoice is signed. It is the Customer's responsibility to examine the condition of all goods they are receiving before signing the Wilson & Wilson, Inc. invoice.