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[www.rblwarehouse.com](http://www.rblwarehouse.com)

## **Returns Policy**

- RBL Warehouse is pleased to offer a "No-Hassle" 6 month returns policy to our customers. There will be no re-stocking fees issued during this period, provided that your product is returned to us in re-sellable condition.
- For product older than 6 months but less than a year old, we will still accept for a return but may issue a restocking fee up to 15%
- Product returns must be preauthorized by RBL Warehouse Distributors, with an RMA (return merchandise authorization) number prior to any goods being returned to us. Any product returned without an RMA will be issued a 5% restocking fee
- To receive an RMA, complete the RBL Return Authorization Form, which can be found at [www.rblwarehouse.com](http://www.rblwarehouse.com) or by calling 1-800-272-9671 and dialing 0, to speak to our returns department.
- Additional charges apply for re-boxing and re-packing your return
- Customer is responsible for freight for all returned product
- Discontinued and Special Order items are non-returnable (see exception for more information on our special order and discontinued lines)

## **Warranty**

All RBL products are fully guaranteed against defects in workmanship and materials for a period of time specified by the vendor. Warranty is limited to defects in workmanship and manufacture – All painted or plated surfaces including, but not limited to: any products that are powder coated, zined or painted, or any surface that may be worn away and damaged by road wear and debris in normal use are generally non warrantable, ask your CSR or our returns department for more details. Defective and warranty replacement products will be replaced free of charge, however, RBL is not responsible for any labor, paint, freight or any other costs that may be incurred by the re-seller/installer or end user. Pre-authorization must be granted and an RMA number issued prior to returning any product, regardless of reason. All painted products must be pre-fitted prior to painting, as warranty does not cover paint. All warranty is limited to the original owner. Winch products, Roll Top Covers, and fiberglass products will be repaired in field or returned to the vendor or repaired, at the discretion of the vendor, contact the warranty returns department for more information.