



### **Anvil Smith-Cooper Material Return Policy**

The following terms and conditions should apply to the return of any Anvil Smith-Cooper products purchased directly from Anvil Smith-Cooper.

For products to be eligible for return, the customer must receive written authorization from Anvil Smith-Cooper. The written Return Material Authorization (RMA) is valid for 30 days from date of issue. Only material authorized for return is eligible. Item and quantities are strictly limited to those indicated on the RMA. Items returned that are not listed on the RMA, or that are not in "as new" saleable condition will be returned to customer at customers' expense. All authorized returns are to be shipped to the location indicated on the RMA and a copy of the RMA is to be included with the return.

**Return transportation must be prepaid** by customer returning the Anvil Smith-Cooper products, all freight expenses will be the responsibility of the customer.

### **Product eligibility requirements:**

- I. Return request must be made within 12 months of the original invoice date.
- II. Returned material must be in "as new" saleable condition. All returns are subject to inspection and Anvil Smith-Cooper will make the sole determination as to the salability of the products.
- III. Material is to be returned in standard packaging and carton/bundle quantities. Bulk material authorized for returns is to be sorted and packaged by item, size, and finish and clearly identified on the package.
- IV. Valves must be returned clean and in the opened position.

### **Packaging & shipping requirements**

- I. All authorized returns are to be shipped to the location indicated on the RMA and a copy of the RMA is to be included with the return. Return shipments are to ship prepaid unless otherwise instructed on the RMA.
- II. Customer is responsible for packaging the return in a manner that protects the material from damage. Each handling unit is to be clearly marked with the RMA number.
- III. For safety, shipment handling units are not to exceed 2,000lbs each and should be 40" or less in height.
- IV. A delivery appointment is necessary for any return consisting of 5 or more pallets.

### **Non-returnable items**

- I. Specially fabricated, made-to-order, or custom machined fittings and valves which have been actuated or assembled to order are not returnable.
- II. All sales are final for pipe, tubing, strut, threaded rod, special order and non-stock items.

Authorized returns will be settled in the form of a credit memo to the customer's account. **The below handling charges apply and will be assessed as follows:**

- I. A minimum restocking charge of 30% or \$30, whichever is greater, will be applied to all returns.
- II. All returns not in a standard carton/bundle are subject to an additional minimum handling charge of 10%.

At the time of request Anvil Smith-Cooper reserves the right to inspect any large return prior to issuance of RMA. Please do not package material for return until an RMA is received.

Anvil Smith-Cooper reserves the right to change any of the above return conditions without notice.

#### **ANVIL INTERNATIONAL**

2 Holland Way, Exeter, NH 03833  
603-418-2800 P 603-418-2833 F  
[www.anvilintl.com](http://www.anvilintl.com)

#### **SMITH-COOPER INTERNATIONAL**

2867 Vail Avenue, Commerce, CA 90040  
800-766-0076 P 323-890-4456 F  
[www.smithcooper.com](http://www.smithcooper.com)

#### **POWER AND PROCESS OFFICE**

160 Frenchtown Road, North Kingstown, RI 02852  
401-886-3000 P 401-886-3010 F  
401-533-6896 EMERGENCY  
[www.anvileps.com](http://www.anvileps.com)