



## OCM Product Return Policy

Products that *can* be returned to OCM include:

- All OCM Hardware stock products.
- Manufactured product that is also stocked by OCM.

Products that *cannot* be returned to OCM include:

- Special manufactured product that is not also stocked by OCM.
- Damaged product. Examples include physical product damage, rusty product, wet/damaged boxes.
- Adeka products due to shelf life issues.
- Returns of larger quantities that result in more than 6 months of inventory on hand. 6 month maximum.

All returns must have an RMA (Returned Material Authorization) number provided by OCM before the product can be shipped back to any OCM location. Returns that “show up” without the RMA will result in paperwork processing delays and/or possible refusal of credit. OCM will no longer accept customer statements like, “The OCM rep or sales person said we could just ship it back.”

All returns are subject to review upon receipt by OCM to determine resale capability. If product is deemed unsellable, that product will not be eligible for credit.

Standard restock fee is 25%. Exceptions may be considered and approved by the OCM Regional Sales Manager.

Customer pays all freight associated with returns back to the location designated and communicated by OCM.

Please allow up to 5 business days after receipt of returned material to receive final credit.