



OCM Product Return Policy Updated 12/17/2025

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.
- Waterstop products like Adeka and Bentoswell due to shelf life issues.
- Returns of larger quantities that result in more than 3 months of inventory on hand.
- Aluminum form ties.
- Returns greater than \$5000 without written consent from the VP of Sales & Marketing.
- **Products from purchases beyond 1 year from original invoice date.**

All returns must have an RGA (Returned Goods Authorization) number provided by OCM before the product can be shipped back to OCM in Grayslake, IL. The RGA form is completed by the customer service department. Prior to completion of the RGA form the Quality Manager will determine whether the return is economically feasible. Product value will be provided by Customer service and shipping cost will be provided by the shipping department to the Quality Manager to make this determination.

All returns require pictures of the product and the packaging from the customer before any return will be approved. In some cases, samples for testing and/or a video of the product in use may also be required before any return will be approved.

Any shipment that arrives on site with damage or loss **must be noted immediately on the bill of lading** with the driver's signature, notes to describe the damage or loss, and pictures to accompany the request for an RGA.

All returns that "show up" without the RGA and pictures will result in paperwork processing delays and/or possible refusal of credit. OCM will no longer accept customer statements like, "The OCM rep or salesperson said we could just ship it back."

All returns initiated/requested by the customer must deliver to OCM in Grayslake, IL where they will be received, reviewed, and finalized in an orderly manner. Customer return requests resulting from claims of faulty/out of spec product must first have samples returned to Grayslake, IL for Quality control inspection and a corresponding report before a complete return will be approved. Often, a return can be avoided if a different component product can be replaced timely by OCM. Returns that are the result of an OCM order entry or shipping error may be returned to OCM Grayslake, IL. location at no charge to the customer.

Customer pays all freight associated with returns back to the location designated and communicated by OCM (Grayslake, IL) unless it is determined that the return resulted from an OCM error or product that is confirmed by OCM to be faulty/out of specification.

Some returns initiated/requested by the customer may deliver to the original OCM shipping location if the product is in its original packaging without loss or damage and can be put back into stock immediately. Approval must be granted by the OCM Regional Sales Manager.



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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. All lost and damaged product will be deducted from final credit amount.

If the product is accepted and approved for resale by the Quality Manager an RMA Form (Return Material Authorization) will be completed by the Shipping Administrator. The accepted material will be returned to inventory by the material handling lead person. The product location and quantity information will be updated in the system by the inventory control specialist. If the material is damaged or defective the material will be moved to the Defective Material area and entered into DMR in the system by the inventory control specialist. Further disposition will be made by the Quality Manager.

Standard restock fee is 25%. Exceptions may be approved by the OCM Regional Sales Manager and may include restock fees greater than 25% based on the amount of repackaging and time involved to return all materials to a sellable condition (skids, boxes, wrapping, etc). If OCM paid the freight on the original shipment, the freight expense will be added to the restock fee.

All returns over \$5000, no matter the origin, must be reviewed and approved first by the Vice President of Sales and Marketing.

Please allow up to 5 to 7 business days after receipt of returned material to receive final credit. Some exceptions may apply based on condition and amount of material.