

# Glaro, Inc.

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735 Calebs Path • Hauppauge, New York 11788

Toll Free: 888-234-1050

Phone: 631-234-1717

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

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## 2023 Return Merchandise Policy

as of 05/22/2023

### Terms

Not all products and not all finishes are returnable. Credit will not be issued unless returns are in compliance with the terms of this policy. Approved returns will be subject to the applicable restocking fee percent as listed by category on the Schedule of Glaro Inc. Restocking Fees.

- 1) A Return Authorization (RA) number is required in every case and must be requested within 30 days of the original shipping date. The returned merchandise must then be received by Glaro within 30 days of the issuance of the RA.
- 2) Every returned carton must be received by Glaro with freight prepaid, in the original packaging, and with the RA number marked clearly on every carton. Glaro is not responsible for any damage that occurs during a return or for filing damage claims. Any returns that are damaged upon receipt will be held for 10 days and will be disposed of afterwards, unless requested otherwise. Credit will not be issued for merchandise that has been damaged during return.
- 3) Before a credit can be taken against AP to Glaro, Glaro must **first** issue a credit invoice (usually within 10 business days of receipt of returned merchandise).
- 4) A copy of the credit invoice will be sent to you when issued.

### Exceptions

Custom products and custom quantity production runs of standard products of any kind may not be returned. Glaro, at **its sole discretion**, will determine which products and quantities are “custom” based primarily on the feasibility of reselling the item(s) or reusing its parts. In general, products that are assembled to meet unusual order specifications which cannot be readily resold will be considered custom. At your request, this determination can be made in advance of your placing an order. Products with messages are silk screened for each order and are, therefore, considered custom. Custom products are not subject to return or cancellation once production has begun.

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## 2023 Schedule of Restocking Fees by Product Category

Product Category	Product finish	Subject to Return	Restocking fee
Individual Round Waste, Ash/Trash, and Recycling Receptacles	All Satin Aluminum Finish (SA)	Yes	20%
	Smooth Designer Finishes	Yes	20%
	Satin Brass, Gloss Brass, Gloss Chrome or Textured Designer Finishes	Non-Returnable	N/A
Individual Dome Top Waste Receptacles	All Finishes	Non-Returnable	N/A
Individual Half Round Waste, Ash/Trash and Recycling Receptacles	All Satin Aluminum Finish (SA)	Yes	30%
	Smooth Designer Finishes	Yes	30%
	Satin Brass, Gloss Brass, Gloss Chrome or Textured Designer Finishes	Non-Returnable	N/A
Round and Half Round Connected Recycling Stations	All Finishes	Non-Returnable	N/A
Plastic Inner Liners	N/A	Yes	20%
Antibacterial Wipe Dispensers	All Satin Aluminum Finish (SA)	Yes	20%
	Smooth Designer Finishes	Yes	20%
	Gloss Brass, Gloss Chrome or Textured Designer Finishes	Non-Returnable	N/A
Wet Umbrella Bag Holders	All Finishes	Yes	20%
Crowd Control Posts and Sign Holders	All Finishes	Yes	20%
Crowd Control Ropes	All colors	Non-Returnable	N/A
Umbrella Stands	All Finishes	Yes	20%
Bellman Carts	All Finishes	Non-Returnable	N/A
Sign Frames and Sign Stands	All Finishes in Standard Sizes	Yes	20%
	All Finishes in Custom Sizes	Non-Returnable	N/A
Coat Hanging Equipment	All Satin Aluminum Finish (SA)	Yes	20%
Drop Boxes	All Finishes	Non-Returnable	N/A
Smokers Posts	All Satin Aluminum Finish (SA)	Yes	20%
	All Satin Black Finish (BK)	Yes	20%
	All other Finishes	Non-Returnable	N/A