

Distributor Return / Re-stocking Policy

- Stock product only may be returned for distribution credit consideration within 12 months of purchase.
- All items must have been purchased from Ritchie Engineering Co./YELLOW JACKET® directly within the past 12 months.
- All items must be in new, unused, and sellable condition including all packaging materials with original seals intact.
- Providing the original invoice or proof of purchase will speed the process.
- No obsolete or non-stock custom item returns permitted.
- A 20% restock fee will be applied to all approved returns that pass inspection and final restock disposition.

Items Not Eligible for Return:

- All custom and non-stock items do not qualify for return.
- All hoses and chemical product items do not qualify for return.
- Items that are certified or have a shelf life do not qualify for return.
- Item codes with the 1st digit "0" do not qualify for return.

Ritchie Engineering Company, Inc. has the right to deny return requests based on findings upon the receipt analysis.

Returns that do not qualify for credit will be offered to be returned to distributor on their UPS or FedEx shipping account.

No response to non-qualifying returns will be discarded in 10 business days.

Return Merchandise Authorization (RMA) Request Procedure:

1. Obtain the REQUIRED RMA Number & Label to include with the return. Neglecting to obtain the required RMA Number may result in delay, loss or return of items to sender without processing.
2. Submit a list of items and quantities to be returned for credit consideration including your YELLOW JACKET® account number, contact person's name, phone # and email address to custserv@yellowjacket.com Providing the original invoice or proof of purchase will speed the process.
3. YELLOW JACKET® customer service will provide the REQUIRED RMA Number and Label that must accompany the returned items.
4. Include a copy of the RMA Number & Label with the items to be returned.
5. The return will be processed and credited upon receipt, inspection and final disposition.