**CEGI, Inc. Return Policy**

**For Returns:**

Within 60 days, undamaged items can be returned at the shipping cost of the buyer, minus a 15% restocking fee. A Return Merchandise Authorization Form must be issued by CEGI, Inc. prior to shipping back the returned product. Items must be in new and resalable condition. No returns allowed after 60 days.

**For Exchanges:**

Direct even exchanges can be made within 60 days of the purchase order. A Return Merchandise Authorization Form must be issued by CEGI, Inc. prior to shipping back the returned product. Items must be returned at the cost of the buyer, in new and resalable condition. Processing and Handling Fees may apply. Exchanges made after 60 days are at the discretion of CEGI, Inc.

**For Custom/Special Orders:**

All custom order items are final sale only. For Large Stocking Product Orders over 1000 square feet, orders cannot be cancelled or returned without special permission.  Large Stocking Orders over 1000 square feet or Custom Special Orders cannot be cancelled if factory has already begun production on the order.  Return or cancellation stipulations for Large Stocking Product Orders over 1000 square feet or Custom Special Orders will be determined on a case-by-case basis by Management.

**Damaged Items:**

Items which have been damaged during shipping must be reported to the shipping carrier within 5 days of receipt, and a damage claim must be filed with the carrier. Damaged items may be returned to CEGI, Inc. if deemed necessary.

**Credit Memos:**

Credits to a purchase will be applied upon receipt of the returned item, and after the purchase order has been paid in full to CEGI, Inc., usually within 45-60 days. Shipping fees and processing and handling fees will not be credited.

**CEGI, Inc. must be notified of all pending returns prior to shipping back returned items.**