

Supply Product Return Guidelines

All credit for returns is based on the original price paid for returned product.

No credit will be issued after **six months** of when supply item was purchased.

Special orders for customers are **not returnable** unless defective. They must be approved by a Customer Service Representative of TLC and issued an RMA.

Customers must have a valid RMA number (assigned by Customer Service) before returning any products and the RMA number must be written on the return shipping label only.

The customer is responsible for filing all claims with the carrier they use to return RMA's to TLC. It is recommended that the customer insure the product being returned to TLC (for full value) in order to avoid any problems if product is lost or damaged while in transit back to TLC. All products that are damaged while in transit to TLC from the customer will be refused/rejected back to the customer.

Products must be shipped prepaid. TLC does not cover return shipping expenses unless return is due to a TLC error such as over shipment, miss shipment, or sales error. TLC will issue a shipping label (call tag) to customer if TLC is in error. For standard TLC RMA's, the customer has 30 days from the date issued to return the product to TLC. For short-ship, miss ship and over ship due to TLC warehouse error, customer has 15 days from issue of call tag to return supply items. Customer will be charged for all items not returned within this period of time.

If a customer refuses a shipment from a TLC warehouse, credit will be issued at the time refused product is received back at the TLC shipping warehouse. These shipments can be assessed a shipping fee and/or a processing fee.

The customer must notify TLC when a vendor warehouse drop shipment has been refused. Credit will be issued once the shipment has been verified as received back to the vendor.

Returns that require TLC product management approval before an RMA is issued may take up to 48 hours for processing/approval.

Restock fees of 20% or greater may be applied to stock balance or open box (non-defective) returns. If a restock fee applies to a return request, the TLC Customer Service Representative will notify the customer of the exact amount of restock fee at the time RMA is requested.