

CREDIT – RETURN - WARRANTY POLICY

CREDITS

Credits are for in store credit in lieu of any other form of reimbursement. The credits must be used for in-store purchases only. Credits are to be used on or before one year from the date the credits were issued. If not used, the credit will expire and no longer be valid.

When an account becomes past due, any credits on account, whether a credit memo or return, will automatically be applied to the oldest open invoice on the account in which the credit was originally issued. This will be reflected on the end of the month statements sent to each customer. If an open credit needs to be moved between accounts, please contact Lankota's accounting department.

No checks will be issued to customers unless approved by Lankota management.

RETURNS

Merchandise returned for credit must be returned within 30 days of order receipt unless approved by Lankota management. All returns must be accompanied by an RGA (Return Goods Authorization) number issued by a Lankota Sales Technician. The RGA requires the original invoice number or sales order number from the packing slip. If a return is sent without an RGA, additional restocking fees will apply.

A 30% restocking fee for all properly filled orders will be assessed on all returned product. Lankota will not be responsible for returning freight charges. In the event of an improperly filled order, the restocking fee is waived and Lankota will arrange and pay for the freight back to Lankota.

Merchandise must be returned intact and unused, including hardware kits. Used, damaged, or marred merchandise, which cannot be resold, will not be accepted. The customer account will be credited the purchase price of the merchandise less the restocking fee and less any damages or impairments to the merchandise.

Credits resulting from RGAs must be used in accordance with the "Credits" policy.

WARRANTY

Lankota's warranty policy must be followed and the warranty must be for authorized warranty merchandise approved by a Lankota Sales Technician. Please see Lankota's Warranty Claim Form for more information on our warranty policy. Lankota will reimburse warranty work specifically related to the failure of a Lankota part. However, warranty work must be documented with receipts of warranty work performed by a certified technician. Lankota will only reimburse labor up to the amount currently stated on the Lankota Warranty Claim form. Warranty credits are to be used on or before one year from the date the credit was issued. The credit will then expire and will no longer be valid.