

CREDITS – RETURNS

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

Product(s) returned for credit must be returned within 15 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. Lankota requires the original invoice number or sales order number from the packing slip.

All properly filled orders returned within the 15-day requirement are subject to a minimum restocking fee of 30%. 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.

Product(s) must be returned intact and unused. Shipments must be packaged with sufficient padding and packing to avoid damages. Any products that incur damage due to insufficient packing are subject to additional restocking fees. Parts deemed unsellable by Lankota will not be accepted, and no credit(s) will be issued. These products will be returned to the shipper, at the shipper's request, and at the shipper's expense.

****Open box electrical components/kits are not returnable.**

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