Section 9: Wholegoods Return Policy

The Free Form Wholegoods Return Policy applies to any **new used, undamaged, and suitable for resale machine, kit, optional attachment or component (contained within a kit), purchased and invoiced through the Free form Wholegoods Sales Department.** Free Form Dealers intending to return any Wholegoods item must follow the procedures as outlined in the Wholegoods Return Policy.

1) **All wholegoods returns must be pre-authorized**. Authorization may be secured by contacting the Free Form Shipping Manager, who will forward to the dealership a Wholegoods Return Authorization Form.

2) Complete the Wholegoods Return Authorization Form. The following information is required on each form:

a) Quantity of each item to be returned.
b) Free Form part number.
c) Original order number or invoice number.
d) Serial number, when applicable.
e) Complete description of each item to be returned.

3) Fax the completed Wholegoods Return Authorization form to the factory for approval.

4) Authorized forms will be assigned a return authorization number complete with authorization date and will be faxed back to the dealership.

5) The return authorization number will be valid for 60 days from the authorization date**. If a wholegoods return is sent back to Free Form with an expired return authorization number or no authorization number at all, the items will not be accepted by Free Form and the dealer will be responsible for the return freight.**

6) **All returns must have freight charges pre-paid** or billing terms authorized by the shipping manager, otherwise freight will be charged back to the dealership.

7) **A copy of the approved Wholegoods Return Authorization form must accompany the returned item(s) as a packing slip.**

8) If items are used or not restorable to new condition, the shipping manager will contact the dealership to inform them that free Form will scrap the items or send them back to the dealership collect.

9) Items that are damaged but deemed to be restorable to new condition will be reworked and costs charged back to the dealership.

10) Free Form will charge a shop rate of $40.00/hr on any reworking time that is required to restore items to new condition.

11) All returned items (attachments) will incur a 20% restocking fee up to a maximum of $100.00 per Free Form order number.

12) **All** returned wholegoods units (serial numbered machines) will incur a minimum restocking fee of $100.00**. Free Form reserves the right to waive restocking fee on special circumstances.**
Parts required to complete the unit would be charged to the dealership at the current Free Form Parts price.

13) The Free Form Shipping Manager will credit the dealer the amount of the original invoice, but will charge for any extra charges incurred. Extra charges will include:

a) Restocking fee – 20% or $100.00 minimum for serial numbered machines
b) Reworking charges - 40.00/hr
c) Shortages – current parts price
d) Shipping charges – as per Free Form
e) Charge for absent or expired authorization number - $100.00

14) Free Form will process the credit memo to the dealership's wholegoods account.