

Independence Tube Return Policy

All returns must be approved by Independence Tube Corporation (the “Company”) prior to return. A Return Material Authorization form will be required for each return.

A Return Material Authorization form may be obtained by contacting our Sales Customer Service Department. Upon approval, the Return Material Authorization form, including a list of the items approved to be returned, the terms and conditions of the return (including applicable restocking fees/or credit information) and shipping instructions (if applicable) will be issued and sent via facsimile or e-mail. The Return Material Authorization Form must accompany the returned shipment, and compliance with the other specified terms and conditions of the return is required, for proper credit to be issued.

Policies Concerning Returned Materials:

Material Claimed to be Defective or Non-Conforming:

- Return Material Authorization will be needed for the return of these items to insure proper credit and documentation.
- Material claimed to be defective or non-conforming will be inspected upon return to determine and/or remedy any possible problem.
- Please refer to the Company’s CLAIM POLICY for additional terms and conditions regarding return of these materials.

Custom Ordered or Non Stock Size Items:

- Most non-stock size and custom ordered items are non-cancelable/non-returnable. Whether an item is returnable will be determined by the Company in its sole judgment. If cancellation of an order prior to completion of production or after purchase of special materials is approved, cancellation charges may be assessed.
- Any product that is a “standard stock size” item is subject to plant acceptance for return approval. Restocking fees for non stock size or custom items that have been approved for return will be determined per incident.
- Material must be returned in saleable condition.
- Customer will be responsible for freight charges incurred with the return of the materials.

Standard Stock Size Items:

- A 25% restocking fee will be charged for the return of product that can be resold to another customer.
- Material must be returned in saleable condition.

Customer will be responsible for freight charges incurred for the return of the materials.

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Your *1st Choice* in Steel Tubular Products

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