

RETURN POLICY

PORTORINDUSTRY[®] A LED LIGHTING MANUFACTURER

Special order items, poles and pole accessories, custom paint work, and installation orders are non-returnable.

Any damages that occur in transit or missing items must be reported within 7 business days of receiving the shipment. All returns must be authorized and follow the guidelines below. Returned merchandise must be in original packaging and in resalable condition. In order to expedite your request, please fill out this form, sign, and return-back to us.

Replacements or Credit will not be issued unless an Invoice Number or Purchase Order Number is provided. Requests will not be accepted unless this form is signed, or an email is received acknowledging that the information contained in this form is correct and Portor's policy is understood and agreed to. In the case of a defective item request, Portor Industry may send out a replacement item with a replacement PO before receiving defective item; however, if defective item is not received within 30 days, Customer will be charged for the replacement items. If credit is being requested, Portor will assess the request within a reasonable amount of time. If a credit request is approved, Portor will issue a credit memo. Customer may not withhold payment for an invoice because credit has not been issued yet. Once your RMA request is processed, we will confirm via e-mail.

Standard Return Guidelines

- ❖ Within 30 days: Customer pays for return shipping; no restocking fee.
- ❖ 31 - 90 days: Customer pays for return shipping and incurs a 25% restocking fee.
- ❖ 90 - 180 days: Customer pays for return shipping; Requires stock rotation PO at a 1.5 to 1 ratio.
- ❖ After 180 days: No returns accepted.

Zero Hassle Return Guidelines (For Stocking Distributors Only)

- ❖ Within 180 days: No return shipping charge or restocking fee.
 - Portor will issue credit for returns without a Stock Rotation P.O. if returned within 180 days of purchase.
 - Returns must correlate with the original P.O./Invoice; not all items must be returned simultaneously.
- ❖ 180 days to 1 year: Returns will be accepted with a 1.5:1 Stock Rotation P.O.
 - Portor will pay for return shipping if stocking distributor is in good standing.
- ❖ After 1 year: No returns accepted

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