



SALES COMPANY, INC.

*We Stand Behind Every Shower Curtain We Sell!*

# Return Policy

- All sales are not subject to a refund. In most cases, only stocked items will be credited.
- Shipments will **NOT** be accepted without an authorized RGA number.
- Returns must be requested within 30 days of delivery.
- Once the RGA number has been issued, the customer has 30 days to return goods.
- Credit will be issued once the RGA is closed, and inspection is completed.
- All refunds are given as credit memos towards customers account.
- Return credit must be used within six months of the date of issue.
- If the package is returned and determined to be in re-sellable condition, then a **minimum** of 25% restocking fee will apply.
- The customer is responsible for return shipping.
- Shipping and handling are non-refundable (including but not limited to all refused and unaccepted packages).
- If you receive an item that is damaged, you must contact your representative immediately. You can email directly at [return@kartri.com](mailto:return@kartri.com).
- Any claims of manufacturers' defects must be notified to us within 30 days of receiving your order. If 30 days have passed, you will not be offered a refund of any kind.
- Once your return is received and inspected, we will send you an email to notify you that we have received your return item with further information.
- Any additional questions regarding your return can be addressed by emailing [return@kartri.com](mailto:return@kartri.com) for immediate assistance.