



Mid-City Supply Returns Policy

1. Purpose

This policy is intended to establish a referenceable source of what is considered an acceptable return as well as the fees associated with cases that incur additional costs to Mid-City Supply.

2. Acceptable Return

A product is considered acceptable to return if in sellable condition without loss of value. This includes:

1. Undamaged and clean
 - a. Free from worksite dust, dirt, moisture, and rust
2. Not previously installed
3. Unopened and in original packaging if applicable
 - a. Some products may need to be opened and inspected before installation
 - b. Consumables and electrical components that have been opened are not acceptable
4. Currently sold at Mid-City
 - a. Obsolete and no longer sold items will have a planned allowable return period

3. Stock Returns

Stock items that meet all criteria of an acceptable return are considered returnable to Mid-City Supply. To ensure warranties still apply, products that carry a serial number are not returnable after 120 days. These include furnaces, water heaters, coils, etc. Anything failing to meet these criteria may be denied return or have an appropriate restocking fee applied to them by the branch manager.

4. Nonstock Returns

Nonstock items are considered special orders and are therefore subject to their own return policy. To return a nonstock item, the customer may have to pay restocking fees based on the product and manufacturer. Mid-city will make every attempt to return the product, but some items may be unreturnable. These typically include:

1. Items past the allowable return window from vendors
2. Cut to fit specification items like shower doors and countertops

Mid-City's full nonstock cancelation and returns policy is available upon request.

5. Exceptions on Returns

Exceptions to this policy are at the discretion of the Branch Manager and can be made in the case of circumstances beyond the control of the customer. Any circumstance where Mid-City is at fault will have the fees associated to the return waived.

Nonstock items past the return window from vendors may be returnable pending approval by the branch manager and purchasing. The item must be sellable, and the customer will be charged a fee specific to product and vendor.

6. Warranty Returns

When making a warranty claim, credit is subject to manufacturer approval and the customer should follow all recommended processes in the policy applying to their claim. Defective goods must be returned within 30 days of failure. Following these guidelines will ensure a higher likelihood of approval for credit.