



Customer Returns and Defective Goods Policy

In this policy, RK will outline the methods of disposition available to return Goods and briefly describe our Returns and Defective Goods billing procedure.

Disposition Options

1) Field Destroy (Preferred Method)

RK will dispose of the returned merchandise with no additional costs to Vendor beyond the cost of the returned item. Any money RK may receive for disposing of the returned items will be kept by RK for its handling and administrative expenses.

2) Freight Return via Common Carrier***

RK will accumulate and ship in full pallet quantities, via common carrier, to the destination of your choice within the continental United States. A bill of lading will be provided with the returned shipment. A packing list will not be provided.

Freight Return via Common Carrier charges are:

1. Freight expense to return the items.
2. Charges are per pallet space per week for storage on Goods awaiting disposition along with per pallet handling fee. Reference Current Rates and Fees addendum.

*** If a Vendor chooses Freight Return via Common Carrier, Vendor must provide Disposition Option and Designated Return destination via email to vendorcompliance@ruralking.com.

Billing Procedure

After the customer is given credit for a returned item (sku#), the item is logged and will be deducted from a future payment.

I have read, understand, and agree to Rural King's Customer Returns and Defective Goods Policy

Signature and Date

Company