

Wold Rim and Wheel (WR&W)
RMA POLICY

All returned goods are to be received complete, properly identified, and in re-saleable condition with the valid online Return Materials Authorization (RMA), invoice number, reason for return and date of invoice. If dealer cannot fill out the RMA online a paper copy can be obtained by emailing WR&W at sales@woldinc.com.

No product can be returned without the express written consent of Wold Rim and Wheel.

Returned Materials Authorizations are good for 30 days and must be applied for within 60 days of receipt of product. RMA's will not be issued for returns less than \$100 NET value.

Any returned product will be examined for acceptability and condition and all repair charges will be deducted from any credits due. Any items returned to Wold Rim and Wheel that do not conform to these conditions may be returned to the dealer at the dealer's expense.

All returns are subject to inspection. Items passing inspection will be subject to reimbursement to the dealer within 10 business days.

If the distributor does not take the item back the item will be scrapped at the Wold Rim and Wheel site.

Product returned is to be shipped prepaid F.O.B. St. Ansgar, IA 50472. RETURNED MATERIALS

- All products listed as "Featured" on the WR&W website or that have safety stock are fully refundable if returned within 60 days. A repainting charge will be accessed if required.
- All other products listed on the WR&W website will require prior approval and must be returned within 60 days. A minimum 15% restocking fee will be charged. A repainting charge will be accessed if required.
- In the event the product was incorrectly ordered by WR&W the product is fully refundable
- Custom rim and wheel orders are non-returnable.

RMA PROCEDURE

- 1.) All requests for returning products begin with filling out a Return Material Authorization form (RMA) form.
- 2.) Requests for returns are to be directed to the Sales Department.
- 3.) Please make sure to fill in the following information as shown on the form:
 - Account ID
 - Account Contact Name
 - Ship to and sold to addresses.
 - Original invoice number

- List of items requested to returned
 - Reason for return
- 4.) Upon receipt of the completed form, an WR&W representative will contact you and issue an RMA number – DO NOT send back the parts until you have received the RMA number.
 - 5.) Once you receive the RMA number, package the components that you are returning, making sure they are in new condition and well protected. Use black marker to write the RMA number on the outside of the box for easy identification.
 - 6.) Ship the returned parts freight pre-paid to WR&W attention Logistics Department.

WOLD RIM AND WHEEL
RETURNED MATERIALS POLICY
REVISED: 2/10/2023