

2026 Returned Goods Policy

Any product returned to the Robert H. Peterson Co. (RHP) for any reason must be Pre-Authorized with a Returned Material Authorization (RMA) number issued by the Technical Services Department. There are no exceptions to this policy. **Credit for a returned item will not** be considered without an RMA number. Returns will not be accepted more than 60 days after issuance of the RMA.

A Returned Materials Authorization (RMA) number is only an authorization to return product. This assigned number does not mean credit will be issued.

A. Stock Returns

To receive credit, the authorized returned merchandise must be in the original factory sealed carton, undamaged, and a stock item on current price list. Merchandise shipped from RHP prior to January 1, 2025 will not be accepted. (Discontinued product will not be accepted under any circumstances) Returns will not be accepted if received more than 60 days after the RMA issue date.

A **25% restocking fee** will apply to all stock returns, except when the return is necessitated by an act or omission by the Robert H. Peterson Co.

B. Freight Errors or Damage

All materials are guaranteed to be in first-class condition when they leave RHP. Our responsibility ends upon acceptance by the carrier. Claims for obvious damages must be filed with the freight company by the recipients of the freight. Claims for hidden damages or shortages must be filed with RHP by the recipients. RHP should be informed of these hidden damages, shortages or errors within 10 days of receipt by recipient. Any damages whether hidden or not that is discovered after the product is shipped by recipient to their customer will not be covered by RHP. Freight carriers will not accept later claims. RHP will not be able to adjust the bill accordingly. Under no circumstances will RHP accept a reduced payment, if discrepancy was not reported within that time period. RHP is not responsible for product damage if item is not shipped by RHP.

A product returned for freight damage **MUST** be returned in the same box it was sent in within 5 days of receipt. Pictures showing the damage (in detail) to the goods and packaging must be provided. If not, no credit will be issued by the freight company—so we can't issue a credit.

C. Cancellations

Any orders that are canceled must have a written (fax, email, etc.) confirmation of the cancellation at least 24 hours prior to shipping.

D. Defective Product Returns

A completed "Warranty Claim Form" must be provided with all items being returned that are alleged to be defective. Only an online claim form will be accepted (<https://www.rhpeterson.com/warranty-form/>). Once an RMA number is issued by the Technical Services Department, the items must be returned to RHP within **60 days** and will not be accepted after that time. RHP will, at factory option, repair, replace or reimburse **100%** of the cost to your account of a warranted product found to be defective. If the product is past the warranty period **and/or** upon inspection, is found to be mishandled, abused, or installed improperly; **credit will not be given**. If the product, upon inspection and testing by RHP is found to work properly the product will be returned to you.