



August 2024

Sales/Return Policy for Jazz & Riffs Hardware Collection

- Open your hardware immediately upon receipt.
- Defective or damaged items will be replaced.
- All sales are considered final after 5 days and requests for returns will no longer be accepted.
- Returns must be requested in writing, by fax or email, clearly stating the items, reason for the return and citing the original purchase order number.
- If the customer wants to return the item(s) in exchange for another color or finish the only cost involved would be Handling and Freight charges.
- Jazz & Riffs will supply an RGA # (Returned Goods Authorization number) with the return address.
- All returns are subject to a 30% re-stocking fee.
- There are no refunds, only credits will be applied to your account. Any credit balance will be issued as a credit on the account to be used within a 12-month period from the date of issue.
- Returned hardware is subject to inspection. It must be in perfect condition and in the original packaging. Hardware that has been modified or installed will not be accepted.
- Returns are to be sent to the Jazz & Riffs distribution center address on RGA form.
- The RGA# must be clearly visible on the outside of the package.
- It is the responsibility of the purchaser to pay for return shipping.
- Prices are subject to change without notice.

***** Unauthorized returns will not be accepted*****