



TERAMURA INTERNATIONAL CORPORATION

19142 S. Van Ness Avenue, Torrance, CA 90501 U.S.A.  
Phone: (310) 618-8870 Fax: (310) 618-8874  
Toll Free: (877) 356-3737



Door Hardware

www.elmesworld.com

## R.G.A. Guidelines

The following guideline outlines Teramura International Corporation's (TIC) policy for returned goods.

- 1) Please do not automatically deduct the value of the return goods less restock and freight charges. You will be notified of the credit allowed after TIC inspects the returned goods.
- 2) Please indicate the reason for returning merchandise so that TIC can address specific defects or product problems and improve our quality and service.
- 3) We can not issue credit on merchandise with scratches or other damages.
- 4) Please carefully pack and return merchandise preferably in original cartons.
- 5) We regret we can not issue credit for merchandise that has been damaged in transit. The responsibility of such damage(s) shall be taken by the carrier.
- 6) Please note all visible damage at the time of delivery on the bill of lading, and concealed damage must be reported to the carrier within five days of delivery.
- 7) Returns are accepted within 45 days of the invoice date.
- 8) Please note our following restocking fees.
  - Standard Items (Listed in the latest catalog with their design numbers and sizes specified therein.)
    - Pair Orders 50%
    - Piece Orders 60%
  - In situations when the return is damaged we will require a restocking fee of 60%-100%. Please note that particularly brass & bronze made items are liable to be damaged easier than other materials.
  - Custom Made Items (Including non standard finishes, sizes, all full height pulls and discontinued items excluded in the latest catalog.) - No returns accepted.
- 9) Cancellation Fee
  - a) Before shipment (air- or sea-freight from Japan to TIC)
    - Standard Items:
      - In principle, no fee required. However, we may request a 10% charge after the order enters production or the export packing is completed.
    - Custom Made Items:
      - We may request a 10%-50% cancellation charge according to the production process at that time.
  - b) After shipment but before delivery.
    - Standard Items: Same as mentioned in Article 8 (Restocking fees).
    - Custom Made Items: We are requesting a 60% cancellation charge.

Remarks: The above percentages are against our selling price.