



INTERIOR AND EXTERIOR
ARCHITECTURAL PRODUCTS

IMPORTANT INFORMATION REGARDING THE RICOCHET RETURN POLICY

Please, inspect first!

As soon as you receive your Ricochet flexible wall covering, it is your responsibility to count all boxes and inspect for visible damage or shortages **before** signing the UPS registry or Bill of Lading. Damage should be noted in the Bill of Lading. **Report all product damage and/or shortages within 10 days of receiving shipment.** Call a Customer Care Specialist at 800-437-2698 or email customerservice@inprocorp.com.

RICOCHET RETURN POLICY (effective 1/1/2018)

1. Custom and discontinued products are not returnable. These include non-stocked lengths (i.e. less than full rolls) and discontinued patterns and colors.
2. Only full rolls (15 LY) will be accepted for returns.
3. Return requests for quantities > 150 LY (10 rolls) require special advance approval.
4. All requests to return product must be made within 60 days of the invoice date.
5. Contact a Customer Care Specialist at 800-437-2698 or customerservice@inprocorp.com to initiate a request for a Return Authorization (RA).
6. If the return is approved, authorization paperwork will be sent to you. The paperwork will include; Request to Return Material form, RMA label, and Bill of Lading and/or call tags, as applicable. Inpro will organize the shipping and pick up by the appropriate carrier.
 - a. A 40% restock fee will be charged in addition to the return shipping costs.
 - b. Product must be returned and received by Inpro in good condition, in the original box packaging, and must pass our quality inspection. Damaged product will not be credited. Do not apply tape to the product. Processing may take up to 6 weeks. A Customer Care Specialist will notify you of the inspection results. At your direction, any non-credited product will be scrapped at Inpro or held for 30 days maximum for your return transport arrangement.
 - c. **Product for return must be accompanied by all completed paperwork, and the return authorization # must be marked on the returned item carton(s).**
 - d. **Unauthorized returned product will not be processed. No collect shipments will be accepted.**

Please call a Customer Care Specialist at 800-437-2698 or email customerservice@inprocorp.com for assistance.