

# RETURNED GOODS POLICY AND PROCESS



Tiling Solutions Simplified™

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## RETURN POLICY

Qualifying\* Six3Tile orders may be returned within 30 days of purchase (the shipment date) upon requesting and obtaining a Returned Goods Authorization (RGA) number from Aleris Manufacturing. All qualifying returns are subject to a 25% restocking fee, and the product must be in its original packaging, undamaged, and suitable for resale. The shipping cost for authorized returns is the buyer's responsibility, and Six3Tile is not responsible for products lost or damaged during the return transit. Please note that original shipping charges when the order was produced and shipped are non-refundable.

## REQUESTING A RETURNED GOODS AUTHORIZATION (RGA) NUMBER FROM ALERIS MFG.

Please email [orders@alerismfg.com](mailto:orders@alerismfg.com) and include the corresponding Purchase Order number and a copy of the invoice. Please note the SKU number, quantities you want to return, and contact information. Our Customer Service Representative will validate that the items (s) you wish to return are eligible, and you will receive a reply within 72 hours upon receipt of the request. An RGA number will be issued for qualifying returns, and we ask that you please include this RGA number in the packing list associated with the return. It will be utilized to process the return, and the number will be noted and correspond with the resulting credit on your account.

## RETURN REQUEST DUE TO OUR SHIPPING ERROR

If a return is required due to a Six3Tile error, we'll waive all shipping and re-stocking fees associated with the return shipping costs and promptly resolve the issue. Please email [orders@alerismfg.com](mailto:orders@alerismfg.com) with your Purchase Order number and the shipping error.

## CREDIT FOR PRODUCT RETURNED VIA AN RGA

Within five days of receipt of the RGA-approved return, Six3Tile will inspect the shipment for damage, verifying that it is in its original packaging and resalable condition. Credit for the resalable product will be applied to the customer's account, less the restocking fee. Please note that shipping charges are non-refundable.

**\*QUALIFYING RETURNS** - Are limited to our standard product SKU numbers, patterns and colors. Important to Note - some items cannot be returned, such as:

- 1) Non-standard colors and patterns.
- 2) Made-to-order Six3Tile for large projects (we manufacture your order for these projects).