Customer Service Updated Policies 2022

- RMA's/Credits (Returns, Damages, Exchanges, etc.)
    - Customers have up to **(5) business days** from the day they receive their orders to let us know about wanting replacements/credits for damaged items, wanting to make returns, or any mistakes made with their orders.
    - Any claims made after that time period may not be honored (It is at the discretion of the customer service team). This is also stated on the Sales Order Acknowledgement and Sales Invoice.
    - RMA's requests will be scheduled **1 week** later after the request is submitted to give Sales Reps time to get an order in (unless an order is already placed). The customer also has the option to drop off the return at NJ or at NY with NY's manager approval only.
    - All returns must have an RMA #.
    - All returns must be unused and in its original packaging only. Credit will be given only after the warehouse inspects the merchandise and can be denied if it is deemed that the policies were not followed.
    - Drivers will not pick up anything without proper paperwork.
    - Broken items will not be picked up.
    - No freight will be credited
    - 20% restocking fee applies after **(5) business days** and is up to the Customer Service Team to allow/deny the request.

- Customers must be told to email customerservice@vasesource.com and provide Sales Order # and pictures of issues from orders (not speak with others).
    - A 30-day quality policy is currently in place (customers have up to 30 days from the day they receive their orders to inform us of any quality issues with products).
    - Refunds will be processed on the 15th and 30th of every month and must be requested by the customer. If not requested, then the credit will stay on the customer's account.
    - Customer Service must send a refund request to Accounting.

- Final sale items will be the following: Final sale means that it cannot be returned, exchanged, or refunded.
    - All faux plants
    - Closeout items
    - Sample items
    - Sales items
    - All accessories – foam, candles, etc.
    - Clearance items
    - Battery operated items

- New & Existing Customers (Sales Reps)
    - You are most often the customers first point of contact. Please make sure to inform new and existing customers of these policies. Too many times when these policies are mentioned to the customer they have no idea, so please keep them informed.