



Customer Credit Return Policy

Winkle Electric Co. values the business relationship we have established with our customers. In order to expeditiously process customer returns and credits, we have established the following guidelines:

- A return material authorization number must accompany all returned merchandise. A return authorization number can be obtained by contacting Winkle Electric. At this time, please be prepared to supply us with either your P.O. number or the Winkle Electric invoice number on which the material was originally purchased.
- Please note that any credits due are subject to the inspection of the returned material. Consistent with common industry practice, all material must be in its original carton, unused, and in re-sellable condition (no damage permitted). If applicable, factory seals must be unbroken.
- Damaged items must be addressed within 5 working days of receipt. Winkle shipping papers provide documented evidence of the customer's receipt, visual inspection, and acceptance of the item(s).
- Material returned within 30 days of invoice date and normally stocked at Winkle Electric can be returned for full credit with no re-stocking charge.
- Material returned after 30 days of invoice date and normally stocked at Winkle Electric will be subject to a 20% restocking / handling fee.
- Material not normally stocked at Winkle Electric will be subject to a 20% restocking / handling fee.
- Material that falls under any circumstance other than listed above will be negotiated to the satisfaction of both parties on a case-by-case basis.
- Freight charges will not be subject to credit.

Thank you for choosing Winkle Electric as a provider for your electrical requirements. If you have any questions regarding the above guidelines or any of our products, services or procedures, please do not hesitate to contact us.

Rev #1

YOUNGSTOWN: 1900 Hubbard Rd. • Youngstown, Ohio 44501-6014 • Phone 330-744-5303 • Fax: 330-744-1635
ERIE: 4727 Pittsburgh Ave. • Erie Pennsylvania 16509 • Phone: 814-838-1900 • Fax: 814-838-1975
SENECA: 3193 State Route 257 • Seneca, Pennsylvania 16346 • Phone: 814-678-5303 • Fax: 814-678-5304
MEADVILLE: Phone 814-724-5177 • Fax: 814-724-5186

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