

RETURN GOODS POLICY

Authorization and a Returned Merchandise Authorization number (RMA) are required for all returns and may be obtained by calling Grove's customer service department at 1-800-269-1405. A RMA number is valid for 60 days after issuance. Any return after the 60 day period has expired is not authorized and will not be issued credit.

Returns may be rejected because of the physical condition of the items. Specifically, returns must meet the following criteria:

- 1) Only items in full, completed and unopened cases with original packaging are returnable.
- 2) Items with "piggyback labels" on the packaging are not returnable.
- 3) Nutritional items are returnable but may be subject to additional disposal fees.
- 4) Custom items are not returnable unless Grove shipped the item in error or if the item is defective.
- 5) Items otherwise in an unsalable condition due to improper storage, spoilage, or damaged packaging are not returnable.
- 6) Refused shipments that are not due to Grove error will be treated as a return and are subject to shipping, handling and restocking fees.

INFORMATION NEEDED FOR RETURNS

To request a return, you must have the following information:

- Customer name and number
- Date of purchase
- Original invoice number
- Item number and description
- Explicit reason for return.

RESTOCKING FEES AND SHIPPING

Customer will not be charged shipping and handling fees or restocking on returns that are the result of Grove error or defect. In all other situations (i.e. a discretionary return on your part, your error, overstock at your facility, etc.) the Customer will be charged a restocking fee plus shipping and handling based on the number of days that elapsed since invoice date:

Return from Date of Invoice Fee as a % of Invoice

0 - 30 days	10%
31 - 60 days	20%
61 - 120 days	30%
121 - 180 days	40%
> 180 days	Not returnable
Drop Shipments/Non-stock items	40%

Customer will be responsible for pre-paying shipping charges unless Grove issues call tags or a bill of lading (shipping charges will be deducted from the credit amount).