

POLICY

RETURN OF NEW PRODUCT

Purpose

Return of new tires from customers.

Definitions

Return of Product: A situation in which a buyer does not want a new product and returns it to the company.

Policy

New products purchased from Omnisource may be returned under the following circumstances:

1. Item must have been purchased within 60 days. No new product returns will be accepted after 60 days. The following exceptions apply:
 - A. National Accounts including Simple Tire, Tires Easy, Discount Tire and etc.
 - B. Managers discretion with full memo description included as to why. If TSM authorizes a return outside of parameters, written approval is required from their respective Regional Manager.
 - C. 3rd party carries such as Elite, RLS, Tri State, etc. will be reviewed on a case by case basis based off actual date of return from customer
2. Items purchased longer than 30 days will be assessed a restocking fee of 10% of the original purchase price.
3. Items of which to be returned must have a DOT date of 2 years or newer. Exclusion of this are for items purchased within 30 days, unless purchased on a closeout sale.
4. Tires/Items must be in the following condition:
 - a. Tires/Items must be in new sell-able condition
 - b. Stickers must be intact or in original packaging
 - c. Tires must not have been mounted
 - d. Tires/Items must not be discontinued
5. Special Order non-stocking items are non-returnable.
6. Any freight charges associated with Special Ordered items is non-refundable.