



# PRODUCT RETURNS PROCEDURE

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## THE STEPS ARE AS FOLLOWS

1. Contact Williams technical support at **888-444-1212**
2. Troubleshoot via phone and/or shared video
3. Complete an **REQUEST FOR TECHNICAL ASSISTANCE** form as necessary
4. Obtain **RETURN GOODS AUTHORIZATION** from technical support
5. Observe Williams **RETURN GOODS POLICY** (*see below*)

## STANDARD RETURN GOODS POLICY

Goods shall not be returned without written return goods authorization obtained from WFC.

1. A copy of the WFC Return Goods Authorization (RGA) form must accompany all returns.
2. Only stock material is returnable. Material made to order is not returnable. Special orders are non-refundable.
3. Goods not accompanied by a Return Goods Authorization form will be returned at the expense of the customer.
4. Goods returned in original, unopened cartons are subject to a minimum restocking charge of 25%; shipping charges must be prepaid. A 50% restocking charge will apply for all merchandise returned valued under \$100.00.
5. Goods returned in other than original carton/box and packing will be subject to additional charges for inspection and packaging.
6. Returns will be issued merchandise credit only, no refunds.