**MERCHANDISE RETURN POLICY**

1. State approval is ***not needed*** for the following:
* Merchandise is refused on delivery.
* Merchandise is received in an ***unsaleable condition*** and reported to Major Brands within 3 days of the invoice date.
* Merchandise is mis-shipped (billed correctly but the wrong item is delivered) and reported to Major Brands within **7 days** of the invoice date.
* Ordered in error – Return submitted within 7 days of invoice date.
* Merchandise is less than 5% alcohol.
1. State approval ***is needed*** for the following:
* Merchandise is received in an ***unsaleable condition*** and not reported to Major Brands within **3 days** of invoice date.
* Merchandise is received even though mis-shipped and not reported to Major Brands within **7 days** of invoice date.
* Ordered in error. Return not submitted within 7 days.
* The quality of the merchandise is in question – discoloration or bad taste.
* Account goes out of business and wishes to have merchandise picked up for credit. A restocking fee of 40% will be charged in this situation.
* To obtain State approval for an OOB Return - Customer’s license must be surrendered to their local State office.
* **State Merchandise Return Form** – Must be signed by licensee and submitted to State within 30 days of invoice date.
1. State approval ***will not be given*** for the following:
* Merchandise was broken at the customer’s place of business.
* Return request not submitted within 30 days from invoice date.

*As stated on our invoice, here is what you are agreeing to upon signing for your order. “This merchandise has been carefully counted, checked and packed. No claims on shortage, breakage or errors will be considered unless attention is called to driver at the time of delivery. Acceptance of this order by licensee or appointed receiving agent, guarantees payment by the licensee on or before the due date shown on the invoice.”*