

Alpine Innovations Order Cancellation Policy/Instructions:

1. Promptly call Alpine Innovations LLC Customer Service at (801) 766-4994 and request a Returned Merchandise Authorization Number. At this time, you will be asked to answer pertinent questions relating to the returned items. We ask that you have the following information ready:
 - A. Name of distributor (if applicable) through which item(s) were purchased.
 - B. Name of the Customer and/or end user of the item(s).
 - C. Any/all purchase order numbers related to the item(s) in question.
 - D. Phone numbers and names of contacts involved in the return (if it becomes necessary that they be contacted later).
 - E. Complete part numbers of all items involved in the return.
 - F. Complete description as to the reason for the return and the actions that need to be taken. (If the item is to be replaced, a new purchase order number must be supplied by the Purchaser along with complete shipping and billing instructions. These replacements will be treated as separate orders by Alpine Innovations and evaluated for possible credit only after returned items are received and evaluated.
2. After the call is made to Alpine Innovations, we will process your RMA and you will be faxed or emailed, the RMA number to use for returning the item(s). RMA numbers will not be given verbally over the phone.
3. Upon receipt of your RMA, you are required to return the item(s) within 30 days of receipt of authorization. After 30 days, the Return Authorization will be void if item(s) are not received. All shipping charges and freight insurance charges of returned goods will be the responsibility of the returning party, unless otherwise stated.
4. The RMA number must be clearly marked on the outside of all packages. It must also be on any paperwork, packing slips, or delivery receipts. If there is no RMA number visible on the package, the package may be refused and sent back at the Purchaser's expense.
5. After receipt of returned goods, Alpine Innovations will evaluate the item(s) for credit and take the appropriate action. Standard items that are returned in new, resalable condition will be credited for the amount of the purchase less 20%. Full credit will only be issued on items that are considered to be defective at the time of shipment from Alpine Innovations and are evaluated to be under warranty. Please allow 30 days for credits to be issued.

Purchase Order Cancellation / Revision Policy

If it becomes necessary to cancel or revise a Purchase order prior to the order fulfillment, Alpine Innovations reserves the right to evaluate each order that is to be canceled or revised and determine if any charges are applicable. A 20% restocking charge will apply if an order is ready to ship and is totally comprised of standard stock items.

If a customer desires to cancel custom-made order(s), an evaluation will be made at the time of cancellation notice. Alpine Innovations reserves the right to require that the Purchase Order be fulfilled in its entirety after the evaluation:

Order fulfillment is required when:

- A. The order contains any items that are considered non-stock items and when these items have already been produced by Alpine Innovations.
- B. The order contains any items that require special handling or assembly and these processes have been completed.
- C. The Customer has specified that they will pick-up an order from Alpine Innovations facility by a predetermined time and that time frame has expired. In this case, Alpine Innovations will make an attempt to notify the Customer. If this cannot be accomplished in a reasonable time, the order will be disassembled and the Customer will be charged a restocking fee and any additional charges based on the orders contents as explained herein.