



Returns Policy:

If we shipped the wrong product or damaged it before it reached your facility

Central States customers are eligible for immediate replacement of any product delivered incorrectly or damaged during production or the shipping process. Credits will be issued within two days of alerting Central States of the issue. Replacement product will be expedited to the next available truck.

If you ordered the wrong product or changed your mind

1. Central States Manufacturing will only accept, for return and credit, "stock" (see below schedule for stock items) catalog trim items, panels over 3', and screws/accessories, which were purchased within a 90-day period and are in resalable condition. Any trim outside of our "stock" will not be able to be returned.

Stock Trim Schedule:

<u>ITEM</u>	<u>CSMI CODE</u>
J-Trim:	JT
Corners:	COR10, COR12, COR14, COR16, COR18, COR20 (<i>cor18 & cor20 not stock in Michigan City</i>)
Single Angle:	SA112, SA312, SA512, SA712, SA2x2, SA3x3 *
Rat Guard:	RG **
Ridge Cap:	RCP

* Not stock in Jasper, Alabama and Michigan City, Indiana

** Not stock in Jasper, Alabama only

2. **Restocking Charge.** The standard restocking charge is determined by the General Manager of sales at the production facility. All returns will go through an approval process before a restocking charge is issued.
3. **Procedure**
 - I. To return goods, you must contact a Territory Manager by telephone to initiate the RMA procedure.
 - II. Please have the following information:
 - A. Reason you wish to return the goods
 - B. Quantity and description of the goods
 - C. Central States Manufacturing order #

Quality Assurance Efforts

Central States strives to support continuous improvement. In order to keep our costs to our customers competitive and reduce mistakes/shortages, we are beginning to implement video recordings of our panel production process for each order to ensure that we are sending you the exact quantity you ordered. Please feel free to call and have us check the recording to verify if you find a potential shortage (*Implemented at select facilities, call for availability*). Along with this, we are instituting various other quality assurance efforts to support our promise of "Right, On Time, Every time."