



## SHIPPING

- Small Pack: UPS Ground Service is our default carrier. We also offer the complete range of UPS and FedEx expedited services at the customer's request.
- Freight: FedEx is our default carrier.
- In either case, your total shipping cost will be calculated when your order is ready to ship. If you have a UPS and/or FedEx account on file, we will use your account unless specified on the PO. Account shipments will still be subject to a handling fee.

## HANDLING

- Barring exceptional circumstances, it is our goal to ship out orders same day as long as our shipping department receives the order by 4:00pm EST for small pack, 2:00pm EST for freight. Otherwise, they will go out the next business day. If there are any issues with the order, we will contact you as soon as possible. It is our policy to ship what items we have on hand unless specified to ship complete on the purchase order.

## SHIPPING INSURANCE

- UPS automatically includes insurance on packages valued up to \$100.
- Additional insurance is the responsibility of the buyer and must be requested on the purchase order.

## BUYER RESPONSIBILITY

- Please provide us with an accurate shipping address and note on the PO if we are shipping to a residence. We are not responsible for deliveries to an incorrect address and will charge address correction fees to the buyer. If your package goes missing due to an incorrect address, we cannot guarantee recovery and any replacement shipments will be the responsibility of the buyer.

## BUYER RESPONSIBILITY

- If the carrier is responsible for loss or damage, we will file a claim with the shipping company unless shipped on the buyers account, at which point the buyer must file the claim.
- For freight shipments, accessorial charges not addressed prior to shipment (hotel/construction site, shopping center delivery and/or requirements for a lift gate) will likely result in additional shipping fees and is the responsibility of the buyer.
- If there are any issues with the shipment, please notify RSP within 1 week of proof of delivery. Otherwise, shipment is considered correct and must be paid in full.

## WARRANTY, EXCHANGE, AND RETURN POLICY

1. If the product is damaged, loses performance, or does not fit your application, please contact us as soon as possible.
2. All returns must be authorized by RSP before returning shipment.
3. RSP will issue due credit or exchange products that are unused and in new condition when returning items within 90 days of purchase. The buyer is responsible for shipping charges for this matter and will be charged a 20% restocking fee.
4. All RSP products sales are guaranteed against manufacturer defect. RSP will pay for shipping on returns due to manufacturer defect.
5. RSP will not accept return products that have been used or damaged due to operator misuse.
6. **NO RETURNS AFTER 90 DAYS OF PURCHASE.**