

Reporting Timeline Requirements

SUNBELT TRUCK	
Palletized or Pipe	
Short/Over	5 Business Days
Damaged	5 Business Days
Copper Tube	
Damaged	24 Hours
3RD PARTY TRUCK	
Short/Over	5 Business Days
Damaged	Must Sign as Damaged
PARCEL DELIVERIES	
Sunbelt - FedEx Acct	
Short/Over	5 Business Days
Missing/Damaged	30 Days
Customer Acct - FedEx/UPS/Other	
Short/Over	5 Business Days
Missing/Damaged	Customer Must Make Claim to Carrier

Need to request a return? Follow these steps:

Returns are subject to a restock fee.

1. **Contact Customer Service Email Below and Include Your Area Manager**
 - a. Provide PO # and reason for return
 - b. Include pictures of product & packaging

Customer Service Email Groups:

 - CS1@sminc.net - GA/FL/ARK/West TN
 - CS2@sminc.net - Carolinas/KY/East TN/Middle TN/VA/AL
 - CS3@sminc.net - TEX/OK/LA/MS
 - CS4@sminc.net - MIDWEST
 - CS5@sminc.net - STEVE LEE & ASSOCIATES
2. **Tag product with the RMA # provided by Sunbelt Customer Service**
 - a. If the product arrives without RMA information it will be sent back
3. **Follow shipping instructions provided by Sunbelt Customer Service**

Product Condition for Acceptable Return:

- Must be re-sellable (sole discretion of Sunbelt)
- Must be in original packaging (if applicable)

The following items are NOT returnable to Sunbelt:

- Non-stocks
- Special orders or customized items
- Any items that Sunbelt did NOT sell to a customer

Shipping Costs:

Freight charges for customer requested returns **are the responsibility of the customer.**

Returns on Sunbelt Dedicated Truck:

- Only available if dedicated truck is making a delivery to same customer location
- Pallet Charge: \$150 for up to two (2) pallets
- Bundle Charge: \$300 per pipe bundle