LOW-SLOPE COMMERCIAL RESTOCK / RETURN POLICY

July 20, 2022

To Our Valued Customers:

As low-slope market conditions continue to evolve in this constrained commercial inventory environment, SRS strives to keep the appropriate amount of products available to service your projects. SRS also understands projects can change or cancel due to market dynamics. To best service our customers and keep you informed, we are communicating our restock/return policy.

Low-Slope Commercial Restock / Return Policy

- All returns are to take place within 30 days of the original invoice date with an RMA (Return Material Authorization #) and in saleable (including original, undamaged packaging) condition to include reasonable shelf-life timing for time-sensitive products
- There shall be a minimum 20% restocking charge on all returns
- All freight, outbound and return freight, as well as handling is the purchaser's responsibility
- SRS will not accept returns of Non-Stock/Special Order material or Direct Ship material to jobsite from vendor
- Final discretion on low-slope returned product will be handled by local branch representation

Thank you for your ongoing business and support.

Sincerely,

Jeremy Goldschmeding
Chief Operating Officer
SRS Distribution