

Return Policy

Product returns must meet the following criteria:

1. Distributor must request a Return Goods Authorization Form (RGA) from the Sales Coordinator.
2. Returned product must be received within 30 days of the date of the RGA.
3. Return date shall be the date returned product is received at Whitmore and Jet-Lube.
4. No credit will be issued until product passes quality specifications.
5. Resalable merchandise is defined as products of current formulation that, upon evaluation of quality and inspection of product by the Material Inspector, can be returned directly to stock.
6. Lubricant case goods are not returnable.
7. All returnable merchandise must be in sealed, original containers. Leaking containers will not be accepted for return.
8. Product must be received within six months of original ship date. This does not include Air Sentry breathers. Air Sentry breather returns must be received within 60 days of the original ship date.
9. Return freight is the responsibility of Distributor.
10. Credit will be issued on returned product at the price originally paid, subject to the following restocking fees:

<u>From Ship Date</u>	<u>Restocking Fee</u>
Within 29 days	5%
30 - 59 days	15%
60 - 180 days	30%

Note: All products returned without an RGA will be refused.

Cancellation Policy

Once an order has been received and processed by Whitmore & Jet-Lube it begins an irreversible manufacturing process that includes purchasing of raw materials and planning of production assets. As a result, orders that are cancelled 48 hours (standard business hours) after they have been processed are subject to a 10% cancellation penalty.