

How returns work -

Our team is happy to help with returns for products purchased through Pinnacle Express, Inc. The first step in this process is to submit an RGA Request or Freight Damage Request Form after ensuring that your request falls within our Return Policy below. To obtain a copy of our current forms –

Email rga@pinnaclesalesgroup.com
 Web <https://pinnaclesalesgroup.com/return-policy-and-forms/>
 Phone 844-477-4832

How long do I have to request a return?

The length of time you have depends upon the *type* of return. Below you will see that we have provided the most common reasons for a return, as well as the time frame for each return type.

Customer Cancellation	<i>90 calendar days from date of invoice to submit RGA Request</i>
Concealed Damage	<i>12 calendar days from receipt to inspect product received to file a claim</i>
Apparent Damage	<i>Notify immediately upon delivery, notate on receiving documents</i>
Product Defective	<i>Based on manufacturer warranty</i>

What are the details of Pinnacle’s return policy?

- Customer has 45 calendar days from the date a Return Goods Authorization (RGA) is issued by Pinnacle Express to return merchandise according to the RGA instructions. The RGA will expire after 45 calendar days, and any Product returned after this time period **is subject to refusal**.
- Restock fees are applied as follows, unless otherwise indicated on the RGA Form:

30% - Plumbing Products	20% - Appliances and Outdoor Living Products
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- **Special order, non-stock, or discontinued items** are **NOT** eligible for return.
- All returns are FOB destination.
- Pinnacle does not pay freight on returns for customer cancellations.
- All appliances, outdoor living products, and fireclay sinks must be returned via truck line only with appropriate packaging and palletization. **NO GROUND PARCEL SHIPPING.**
- Product must be returned before any credit will be issued on all Freight Claims.
- This is a Return Goods Authorization only and potential credit will not be given until product is returned, inspected and a Credit Return document is issued to customer by Pinnacle Express.
- Credit issued for product returned will be at the same price as the original invoice, subject to any restocking fees.

What do I need to consider when submitting my request?

NOTE: If shipment is signed for without exception, then any visible damage noted later is the responsibility of the customer.

Apparent Damage

1. Shipment arrives at customer with apparent damage to the packaging and the enclosed product(s).
2. Customer should either refuse the shipment (pallet goods) or obtain an **exception number** from the driver. Shipment can be partially refused for only damaged items.
 - a. Refused – mark delivery receipt as refused with damaged item details
 - b. Product kept – obtain **exception number** and inspect product at a later time (within 48 hours).

3. Customer notifies Pinnacle of the damage by submitting a **Freight Damage Request Form**.
4. Request should include photos, providing details of refusal (2a) and/or exception number (2b).
5. Pinnacle schedules for return after inspection of exception if warranted. An RGA will be created at this point to track the return process.
6. Pinnacle files a freight claim for the damage.
7. Customer issues purchase order for replacement.

Concealed Damage

1. If shipment is signed for without exception, then any visible damage found later is the responsibility of the customer.
2. The customer has 12 calendar days to claim any concealed damage, as stated in the Pinnacle Terms and Conditions of Sale. If request is received after 12 calendar days, Pinnacle has the right to refuse return.
3. Customer notifies Pinnacle of the damage by submitting a **Freight Damage Request Form**.
4. Customer should take pictures of the packaging and concealed damage to include with notification to Pinnacle.
5. If approved, Pinnacle schedules for return after inspection and issues a RGA to track the return process.
6. Pinnacle files a freight claim for the damage.
7. Customer issues purchase order for replacement.

Missing Freight

1. When customer receives shipment, they are responsible for verifying all quantities and items match shipping documents.
2. If a discrepancy is found, customer is to notate on the delivery receipt.
3. Customer is to contact Pinnacle by submitting an **RGA Request Form**.
4. Pinnacle will obtain verification from delivery receipt and research shipment.
5. If discrepancy is verified and reported timely (within 5 business days), replacement product will be shipped, or credit will be issued.

Non-Functioning - Appliance and Outdoor Living Products

1. Customer is to contact Pinnacle by submitting a **Service Request Form**.
2. Service must be attempted by contacting Pinnacle before an RGA is considered.
3. Item must be within the manufacturer's warranty period.
4. If item needs to be serviced, replacement parts will be sent to repair the Products, and service will be conducted by an authorized service agent.
5. If item is within the manufacturer's warranty period and determined to be unrepairable, then an RGA will be issued.

Non-Functioning - Plumbing Products

1. Customer is to contact Pinnacle by submitting an **RGA Request Form**.
2. Pinnacle will diagnose, troubleshoot or issue RGA.
3. Item must be within the manufacturer's warranty period.
4. If item can be repaired, replacement parts will be sent to repair item.
5. If item is within the manufacturer's warranty period and determined to be unrepairable, then an RGA will be issued.

Customer Canceled (Return to Stock)

1. Customer is to contact Pinnacle by submitting an **RGA Request Form**.
2. Item must be in resalable condition in the original packaging. If not, item **will be** subject to refusal and return to customer at their expense.
3. Invoices must be dated within the last 90 calendar days for an RGA to be considered.
4. Pinnacle Express will request pictures of packaging prior to approving RGA's on all appliance / outdoor kitchen products.

Sending Photos

- When providing photos, we ask that you include the following where applicable -
 - Damage to product
 - Close up of serial number on box
 - Close up of serial number on unit
 - All sides of box / packaging

Pinnacle Standard Packaging

- Pinnacle takes great care to ship its Products in a professional manner.
- We shrink wrap pallets with multiple items and place inspection stickers on every shipment.
- Every shipment is in excellent condition when it leaves our warehouse as noted pictures below.



What do I need to send with my return?

- Merchandise returned due to Customer Cancellation **MUST** be in original packaging without any shipping labels or other markings and be in new condition acceptable for resale.
- A copy of the RGA (Return Goods Authorization) document **MUST** be enclosed with shipment, and **ONLY** items listed on the RGA should be included to ensure proper processing.
- It is highly recommended that all products are returned via a traceable method. We are not responsible if there is no signed acceptance to document that the product was delivered to us.

What to expect –

Once your product has been received by us, please allow approximately 10 business days for us to process your Return and evaluate the product and your request. Any credit refund will be less any restocking fees or adjustments. If you have not received your refund after 15 business days after confirmed receipt, please contact us at rga@pinnaclesalesgroup.com for an update. Products listed on the RGA and returned are subject to inspection BEFORE any credit will be issued.

Should you have any questions regarding this policy or with a pending RGA request, please contact our returns department at rga@pinnaclesalesgroup.com. You may also reach out to the After Sales team via phone at 844-477-4832.

Pinnacle Express, Inc. has the right to refuse refunds or exchanges that do not comply with our current Return Policy.

Forms can be found -

Freight Damage Request Form <https://pinnaclesalesgroup.com/damaged-shipment-request/>
RGA Request Form <https://pinnaclesalesgroup.com/dealer-services/rga-request/>
Service Request Form <https://pinnaclesalesgroup.com/dealer-services/service-request-form/>