

### How returns work -

Our team is happy to help with returns for products purchased through Pinnacle Sales Group. 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.

Email [rga@pinnaclesalesgroup.com](mailto:rga@pinnaclesalesgroup.com)  
 Web <https://pinnaclesalesgroup.com/dealer-services/>  
 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 limit for each return type.

<b>Concealed Damage</b>	<i>30 calendar days from receipt to inspect product received to file a claim</i>
<b>Apparent Damage</b>	<i>Notify immediately upon delivery, notate on receiving documents</i>
<b>Product Defective</b>	<i>Based on manufacturer warranty</i>
<b>Non-Stock Products</b>	<i>Are not eligible for return</i>

### What are the details of Pinnacle’s return policy?

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

<b>20%</b> - 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.
- All appliances and outdoor living products must be returned via truck line only with appropriate packaging and palletization. NO GROUND PARCEL SHIPPING.
- Product must be returned before any credit is issued for 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 NECO buying group by Pinnacle Sales Group.
- Credit issued for product returned will be subject to restocking fees.

## Best practices when submitting a request?

### Apparent Damage

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

1. All shipments arrive at the dealer on a direct truck from the NECO buying group. If there is any apparent damage to the packaging the dealer should either refuse the shipment or obtain an **exception number** from the driver.
  - a. Refused – mark delivery receipt as refused with damaged item detailed.
  - b. Product kept – obtain **exception number** and inspect product within 48 hours.
2. Dealer notifies Pinnacle of the damage by submitting a **Freight Damage Request Form**.
3. Request should include photos, providing details of refusal and exception number.
4. Pinnacle has the discretion to repair the damage prior to issuing an RGA for return.
5. Pinnacle may schedule an inspection of damaged goods if warranted.
6. If applicable, Dealer issues purchase order to NECO buying group for replacement.

### Concealed Damage

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

1. The dealer has 30 calendar days to claim any concealed damage. If a request is received after 30 calendar days, Pinnacle has the right to refuse the return.
2. Dealer notifies Pinnacle of the damage by submitting a **Freight Damage Request Form**.
3. Request must include pictures of the packaging and concealed damage.
4. Pinnacle has the discretion to repair the concealed damage prior to issuing an RGA for return.
5. Pinnacle may schedule an inspection of damaged goods if warranted.
6. If applicable, Dealer issues purchase order to NECO buying group for replacement.

### Non-Functioning - Appliance and Outdoor Living Products

1. Dealer 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. Dealer 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.

### **Sending Photos**

When providing photos, we ask that you include the following where applicable –

- All sides of box / packaging
- Damage to product
- Close up of serial number on box
- Close up of serial number on unit

### **What do I need to send with my return?**

- 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 Pinnacle, please allow approximately 10 business days for processing the Return and evaluation of the product. Products listed on the RGA and returned are subject to inspection BEFORE any credit is issued.

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

Pinnacle Sales Group 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/dealer-services/>  
**RGA Request Form** <https://pinnaclesalesgroup.com/dealer-services/>  
**Service Request Form** <https://pinnaclesalesgroup.com/dealer-services/service-request/>