

Overview

Our team is happy to help with returns for products purchased through Pinnacle Sales Group. The first step in this process is to submit a Return Goods Authorization (RGA) Request Form after ensuring that your request falls within the parameters of this return policy. To file a claim or contact our department, please use the links listed below.

RGA Requests: <https://pinnaclesalesgroup.com/dealer-resources/rga-request/>
Email: rga@pinnaclesalesgroup.com

Details of Pinnacle's Return Policy

The length of time allowed before submitting an RGA request depends upon the type of return. The table below lists the most common reasons for an RGA request and the timeframe associated with each.

Customer Cancellation	<i>90 calendar days from date of invoice to submit an RGA request</i>
Apparent (Visible) Damage	<i>10 calendar days from delivery to dealer to submit an RGA request</i>
Concealed Damage	<i>30 calendar days from delivery to dealer to submit an RGA request</i>
Missing Freight	<i>10 calendar days from delivery to dealer to submit an RGA request</i>
Defective Product	<i>Based on manufacturer warranty</i>

All returns are subject to the following conditions:

1. Once an RGA that requires product(s) to be returned to Pinnacle is issued, the customer has 45 days to complete the return, after which point the RGA is nullified and any return is subject to refusal.
2. Pinnacle must receive and inspect all returned products before issuing credit.
3. Credit for returned product(s) will be at the same price as the original invoice, subject to any restocking fees as enumerated below.
4. Products that have been installed are not eligible for cancellation, apparent damage claims, or concealed damage claims.

Requirements for RGA Requests by Type

Customer Cancellation

Customers are allowed 90 days to cancel orders after they are placed. To cancel an order, utilize the RGA Request Form listed above and select the "Customer Cancellation" option. In order to receive credit, returned items must meet the following criteria:

1. The item(s) must be returned in resalable condition: still in original packaging, free of labels or markings, and without damage to the product(s) or packaging.
2. Special order, non-stock, or discontinued items are not eligible for cancellation.
3. The customer must arrange for and pay to ship the item(s) to Pinnacle.
4. The product(s) must be returned to Pinnacle within 45 days of receiving an RGA approval.
5. All cancellations are subject to a restock fee as listed below.



Pinnacle Restock Fees	
Appliances and Outdoor Living Products – 25%	Plumbing Products – 30%

Returns that arrive to Pinnacle with damage to the packaging or product(s) are subject to refusal or an increased restocking fee to offset the cost of repairs or repackaging. Pinnacle further reserves the right to refuse any return that does not arrive within the 45-day window allowed after RGA approval.

NOTE: Products must arrive at Pinnacle and be inspected prior to credit being issued.

Apparent Damage

Shipments delivered to the customer with apparent damage (visible damage to the exterior of packaging or product(s)) are eligible for return in exchange for credit. To file a claim, the customer must submit an RGA Request Form on the Pinnacle website and select the “Apparent Damage (Pictures Required)” option. In order to receive credit, all submissions must meet the following criteria:

1. Request must be submitted within 10 days of receiving the damaged shipment.
2. The request must include photos of all sides of the packaging, clear photos of any damaged area(s), and a close-up photo of the serial number on the product.

If approved, Pinnacle will issue an RGA with additional instructions regarding what to do with the damaged product(s).

NOTE: Pinnacle recommends refusing or partially refusing any shipment with apparent damage. In circumstances where refusal is impossible, request an exception number from the freight carrier and submit it with your claim. When refusing a shipment please still submit an RGA Request on the website so Pinnacle can issue credit.

Concealed Damage

Shipments with concealed damage (damage found after receipt that is not visible when inspecting the exterior of the packaging) are eligible for return in exchange for credit. To file a claim, the customer must submit an RGA Request Form on the Pinnacle website and select the “Concealed Damage (Pictures Required)” option. In order to receive credit, all submissions must meet the following criteria:

1. Request must be submitted within 30 days of receiving the damaged shipment.
2. The request must include photos of all sides of the packaging, clear photos of the damaged area(s), and a close-up photo of the serial number on the product.

If approved, Pinnacle will issue an RGA with additional instructions regarding what to do with the damaged product(s).

NOTE: If a shipment is signed for without exception, any apparent damage discovered thereafter is the responsibility of the customer, regardless of when the RGA Request Form is submitted. Pinnacle reserves the right to inspect any damaged goods.

Missing Freight

Shipments delivered to the customer with missing product(s) are eligible for credit. To file a claim, the customer must submit an RGA Request Form on the Pinnacle website and select the “Item Shortage” option. To receive credit, all submissions must meet the following criteria:

1. Request must be submitted within 10 days of receiving the shipment with the missing product(s) OR within 10 days of the anticipated delivery date of the missing product(s) (if the entirety of a multi-item shipment is missing).
2. The submission must include a copy of the invoice listing the missing item(s) and must clearly state which items and quantities are missing.

NOTE: If a shipment is signed for without exception, any missing items discovered thereafter are the responsibility of the customer, regardless of when the RGA Request Form is submitted.

Defective Products

Any product(s) found to be non-functional are eligible for assistance from Pinnacle. For appliances, submit a [Service Request Form](#) on the Pinnacle website. For plumbing products, submit an RGA Request Form and select the “Defective (Comments Required)” option. Pinnacle will review the submission and assist in scheduling an authorized service agent to inspect and make necessary repairs.

NOTE: Service **MUST** be attempted before issuing an RGA. Products must be within the manufacturer's warranty in order to receive a replacement, should the product be deemed unrepairable.

Sending Photos

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

1. Clear photos of the damaged area(s) on the product
2. All sides of the box / packaging
3. Close-up of the serial number on the product

Return Requirements

- To ensure proper processing, include a copy of the RGA (Return Goods Authorization) document in the shipment and only return items listed on the RGA.
- We highly recommend that all products are returned via a traceable method. Pinnacle is not responsible for missing shipments if there is no signed acceptance to document that the product was delivered.

What to expect –

Once we receive your product, please allow approximately 10 business days to process and evaluate the return. Products listed on the RGA and returned are subject to inspection **BEFORE** any credit will be issued and any credit refund will be less any restocking fees or adjustments. If you have not received your refund within 15 business days after confirmed receipt, please contact us at rga@pinnaclesalesgroup.com for an update. Pinnacle Sales Group reserves the right to refuse refunds or exchanges that do not comply with our current Return Policy.

Request Forms –

RGA Request Form: <https://pinnaclesalesgroup.com/dealer-resources/rga-request/>

Service Request Form: <https://pinnaclesalesgroup.com/service>