Details of Pinnacle's Return Policy

The table below lists the most common reasons for an RGA request and the timeframe associated with each.

Customer Cancellation	*90 calendar days from date of invoice to submit an RGA request*
Apparent (Visible) Damage	*10 calendar days from delivery to dealer to submit an RGA request* ***Must have photos of packaging***
Concealed Damage	*120 calendar days from delivery to the group or 30 calendar days from delivery to the member to submit an RGA request* ***Must have photos of packaging***
Missing Freight	*10 calendar days from delivery to dealer to submit an RGA request*
Defective Product	*Based on manufacturer warranty. Submit a Service Request Form*

Requirements for RGA Requests by Type

Customer Cancellation

Orders may be cancelled within 90 days. To receive credit:

- Items must be resalable, in original packaging, free of any labels or markings, with no damage to product or packaging.
- Special order, non-stock, and discontinued items cannot be cancelled.
- The dealer arranges and pays for shipment back to Pinnacle.
- A 25% restocking fee applies to all products.
- Returns that arrive with damaged packaging or products may be refused or charged a restocking fee to offset the cost of repackaging or repairs.

Apparent Damage

Deliveries with apparent damage are eligible for credit.

- Pinnacle recommends refusing or partially refusing damaged shipments.
- If refusal isn't possible, request an exception number from the freight carrier and submit it with your claim.
- Even when refusing a shipment, please submit an RGA Request on the website so Pinnacle can issue credit.
- Submit an RGA Request Form and select the "Apparent Damage (Pictures Required)" option within 10 days of delivery.
- **Attach photos of all sides of the packaging, the damaged areas, and a close-up of the serial number.**
- If approved, Pinnacle will issue the RGA with instructions for the damaged product.
- Installed products are not eligible for cancellation or damage claims.

Concealed Damage

Shipments with concealed damage are eligible for credit.

- Submit an RGA Request Form and select the "Concealed Damage (Pictures Required)" option within 120 days from delivery to the group or 30 days from delivery to the member.
- **Attach photos of all sides of the packaging, the damaged areas, and a close-up of the serial number.**
- If approved, Pinnacle will issue an RGA with instructions for the damaged product.

- Installed products are not eligible for cancellation or damage claims.

Missing Freight

Shipments with missing a product are eligible for credit.

- Submit an RGA Request Form and select the “Item Shortage” option.
- Submit the claim within 10 days of receiving the shipment with the missing product or within 10 days of the anticipated delivery date of the missing product.
- Include a copy of the invoice and clearly state which items and quantities are missing.
- If approved, Pinnacle will issue an RGA with instructions.

Defective Products

- 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 if approved will issue an RGA with instruction.
- Service MUST be attempted on appliances before an RGA is issued. If the product can’t be repaired; the manufacturer’s warranty will determine the next steps.

Shipping Returns and Receiving Credit

- Include a copy of the RGA in the shipment and return only the items listed on the return.
- Returned product must arrive at Pinnacle within 45 days of the RGA approval. After 45 days, the RGA is nullified and the return may be refused.
- Use a traceable shipping method. Pinnacle is not responsible for lost shipments without signed proof of delivery.
- Allow 10 business days after Pinnacle receives the product for processing and inspection.
- Credit is issued only after inspection, minus any restocking fees or adjustments.
- If you haven’t received a credit within 15 days of confirmed receipt, email rga@pinnaclesalesgroup.com

Pinnacle Sales Group reserves the right to refuse credits or exchanges that do not comply with our current Return Policy.