



**Liberty Holdings Non-Stocking Wholesale and Retail Customers
Return Policy and Terms as of January 1, 2024**

This policy is applicable to brands Liberty Bags, Hardware, Fortress, Alpine Fleece, Carmel Towels, Fahrenheit, Faribault, Hall of Fame, OAD, and Stadium Chair products.

All claims for shortages, damages, defects etc. must be made within 72 hours of receipt of merchandise.

Returns must be authorized by Liberty Bags in advance, and within 14 days of receipt of merchandise. No merchandise will be accepted for return after 14 days from the date of receipt of the merchandise.

Cancelled orders, returns of unwanted merchandise, returns due to customer error, refused or unclaimed orders are subject to a 10% restocking fee plus applicable shipping charges.

Shipping charges on returns are the customer's responsibility.

Discontinued or closeout items are not returnable.

Altered or embellished products are not returnable excluding irregulars.

Please inspect your merchandise when you receive it before decorating. We cannot accept returns on decorated, or washed items under any circumstance, excluding irregulars.

Defective merchandise must have tape placed over the flaw before returning. It is the responsibility of the buyer to verify the accuracy of style, color, size and quantity on orders shipped to parties other than the buyer prior to decorating.

Custom orders and/or special orders made overseas are non-cancelable and non-refundable once production starts or a final keep sample is approved, whichever is first.

Orders in a custom color are non-cancelable and non-refundable.

Liberty Bags liability for any single item is no more than the original purchase price of the item.

Please contact customer service if you have any questions at (817) 923-4527.

Liberty Holdings Stocking Distributor Return Policy Updated January 1, 2024

This policy is applicable to brands Liberty Bags, Hardware, Fortress, Alpine Fleece, and Carmel Towels. It is not applicable to Fahrenheit, Hall of Fame, OAD, Faribault, and Stadium Chair products.

To be eligible for an inventory return program, a partner must be on auto drop ship and marketing items at our MCP suggested sales price or lower. Partners who sell the items with an imprint are also eligible for the return policy.



The amount of stocking goods returned cannot exceed 1% of previous 12 months sales.

All merchandise must be returned in new, salable condition and shipped pre-paid back by the partner. Only credit will be given. Merchandise that is received without a prior RA# will not be credited.

Items Discontinued by Liberty

Items may be returned at the end of the year as long as a joint effort has been attempted to reduce inventory on sale at cost plus 5% and on promotion for at least 6 months. There is no restocking fee if they have been promoted. If items have not been promoted or marked down, there is a 20% restocking fee for returning these goods.

Items Discontinued by Distributor

Items may only be returned at the end of the year as long as an effort has been attempted to reduce inventory on sale at cost plus 5% and on promotion for at least 6 months. If this effort has not been made, items are not eligible for return. If effort an effort is made, the items can then be returned to the piece with a 20% restocking fee.

Inventory Rebalance Return

Stocking distributors seeking to return merchandise on overstocked items must have more than twelve (12) months' worth of inventory before a return is acceptable. Merchandise over 12 month supply may be returned in full case lots for credit with a 20% restocking fee. A copy of the rolling 12 POS and current inventory need to accompany the request. Partial case lots will not be accepted.

Returns from Partners Who Sell Merchandise with An Imprint (1C1P Partners)

Orders returned by our partners who sell items with an imprint must be returned within 30 days of placing the initial order. A 20% restocking fee applies. Orders can be returned to the piece without having to ship back only full case increments.

Custom Orders and Special Orders

Custom orders made overseas are non-cancelable and non-refundable once production starts or a final keep sample is approved, whichever is first.

Orders in a custom color are non-cancelable and non-refundable.

Special drop ship orders returned by the customer will incur a 10% restocking fee and can be returned to the piece.

Special drop ship orders for large quantities that have to be made overseas will incur a 50% restocking fee.

Defective Items

All goods reported defective by a partner will be credited after the merchandise has been inspected by Liberty Bags and it's agreed that there is a manufacturing defect. It is the sole responsibility of the



customer to inspect the goods prior to decorating. Under no circumstances, will Liberty Bags reimburse for any decorating costs involved with the defective item(s). Liberty Bags liability for any single item is no more than the original purchase price of the item.

Update October 15, 2018-

For those partners who are able to calculate the exact cost they paid for the goods a 10% restocking fee will be applied rather than the 20% listed above. The original 20% restocking fee listed above was to cover the difference in the current price and the purchased price and the 10% restocking fee. For those who cannot provide original costing the 20% restocking fee will still apply.