



Liberty Holdings Stocking Distributor Return Policy As of January 1, 2016

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, 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.

All merchandise must be returned in new salable condition and shipped pre-paid back by the partner. Only a 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.