



## TERMS AND CONDITIONS

### **PRICES:**

All prices are subject to change without notice.

### **DELIVERY:**

We strive to ship all in-stock orders by the next business day; occasionally, some orders can take a few days to ship. If you do not want your order to ship until some future date, please let us know and we will be happy to accommodate your request.

### **SPECIAL ORDERS:**

A deposit is required on all non-stock and special orders. If this is the first time you are ordering a special non-stock item, we are happy to provide you with a sample to assure that it is right for your application before the order is placed. Once an order is placed and being manufactured, it is non-cancellable/non-returnable.

### **BACK ORDERS:**

If we were unable to ship your order complete and any items were backordered, we will let you know either verbally or via an emailed or faxed acknowledgement. If there are any items on your backorder listing that you do not want, please be sure to notify us right away to cancel these items.

### **RETURNS:**

**You MUST CALL OHIO TRAVEL BAG'S CUSTOMER SERVICE DEPARTMENT FOR AUTHORIZATION before returning any merchandise!**

Returns sent to Ohio Travel Bag without a valid RA# (Return Authorization) will not be accepted and no credit will be given, regardless of the reason for the return.

Returns are accepted only upon the following conditions:

1. A request for a RA # must be made within 60 days of the invoice date. **The RA is valid for 30 days from date of issuance.** A copy of the RA will be emailed or faxed to you. Please enclose a copy of the RA with your returned merchandise to ensure quick and accurate processing.
2. If for some reason you are unable to receive or include a copy of your RA, you must send a packing list along with the returned merchandise. The packing list must contain the following information:
  - A. RA #
  - B. Reason for return
  - C. Original Invoice #
  - D. Date you originally purchased the merchandise.
3. Returns that are not Ohio Travel Bag's error may be subject to a handling and restocking fee of up to 15%, and it is the customer's responsibility to pay for any return shipping charges.
4. No returns will be authorized or accepted for non-stock items, special orders or cut material.
5. Damaged items must be inspected and evaluated by Ohio Travel Bag before approval for credit is granted.
6. If a package is refused or is undeliverable, you will be responsible for shipping charges.

These terms and conditions are subject to change at any time.