

Waive Return Freight Cost

Purpose:

To provide clarity regarding when it is appropriate to waive return freight costs

Guidelines:

Any other requests to waive return freight cost besides the list below require manager approval

Scenarios:

SCENARIO	ACTION
1	Customer received wrong product
2	Customer received damaged product
3	Application shows valid in point of sale but does not fit the vehicle
4	Customer calls to cancel order, order is already completed, and customer protests the cost of return freight

Contact:

Please see an assistant manager or manager with questions.