

Return to Vendor Policy

TRANSPAC

Basic Policy Information

Being Merc products, please follow basic guidelines for RTV to make a possible sale, and then decide if the item should be RTV due to defect or damaged. They have a 30 day window, so this must be decided ASAP when merchandise arrives at the store.

Exceptions

Remember to use the basic guidelines for RTV, as to mark down or make a sale before deciding to RTV.

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information

RTV USE ONLY: Use their claim form

If there is a discrepancy on your shipment, such as shortages, defective and damaged merchandise, please complete and fax us your Claim Form that came with your shipment. If you did not receive a Claim Form with your shipment, please call us at 1-800-449-9903. Upon completion of your claim being processed, Transpac will either replace or credit your account, per your request. Please deduct from your invoice if requesting credit and remit the balance of invoice in full. If requesting a replacement, all claims must be made within 30 days and all merchandise claimed must be retained for 30 days unless otherwise specified by Transpac Imports, Inc. After the 30-day claim period, there will be a 15% restock charge on the returned items. No unauthorized returns will be accepted, all returns must have a valid RMA# issued by Customer Service Department.

www.shoptii.com/claimform.aspx