

CB DISTRIBUTING RETURN POLICY

CB Distributing purchases merchandise from manufacturers and distributes at wholesale prices to retailers. CB Distributing is not a manufacturer. CB Distributing is required to adhere to the manufacturers return guidelines which differ significantly. All products we distribute are new or factory re-conditioned and come with a warranty. "Warranty" does not imply that products can be replaced or exchanged. Some manufacturers only authorize the repair of product.

Every manufacturer has different return criteria that must be adhered to. Due to the amount of products CB Distributing inventories it is impossible to list all the manufacturer exceptions and exclusions. Listed below are some general guidelines to inform and assist you with returns.

CB Distributing requires an Authorization for all returns.

No products may be returned without CB Distributing's prior authorization and approval. A return authorization (RA) can be obtained on our website at www.cbistributing.com. Complete the form and print. Fax your request to (541) 812-2351 or e-mail to us at RMA@cbistributing.com for approval. Upon acceptance of your request we will issue (RA) return authorization number and notify you by phone, fax or e-mail.

Got a question? *We are here to assist you.*

Call (800) 553-1027 or e-mail RMA@cbistributing.com with your warranty questions.

All Merchandise must be returned in original manufacturer box with all parts and accessories.

Stocking Dealer:

Most Dealer inventory purchased from CB Distributing within a six month period that is found to be defective upon initial installation or fails within 30 days may be returned. However, there are some exceptions. Close-out and special order product is not returnable.

To protect our Dealers from loss, we recommend you contact our returns department regarding the defective product(s) prior to issuing an over the counter exchange.

The Consumer should contact the manufacturer as outlined in instruction handbook or user manual for assistance with trouble shooting. Any product that has been in service longer than thirty (30) days is not acceptable for return or exchange. The Consumer is responsible for returning defective product to the respective service center for repair as outlined in owners manual. Please refer to the manufacturers user manual or call our Credit Department for assistance regarding warranty service. Merchandise returned due to in-store package damage or pilferage will not be accepted. At our discretion, we will exchange product or issue credit on your account. Defective products being exchanged will be returned to dealer location freight pre-paid. Non-defective product, if accepted, is subject to a 15% restocking fee and service charge.

Virtual Dealer:

The Consumer should contact the manufacturer as outlined in instruction handbook or user manual for assistance with trouble shooting and warranty repair. Defective product is acceptable for return within 45 days of invoice date. Close-out and special order product is not returnable. Non-defective product is subject to a 15% restocking fee, service charge and any applicable freight charges. CB Distributing will pay return shipping costs to replace defective merchandise to one destination within the Continental United States.

General Return Guidelines:

Educate your staff to examine products being returned to ensure that merchandise has not been abused (dropped, glued, etc.) and that the carton contains the correct model.

When exchanging a product only replace the main components. Retain the original carton, packing and accessories. This will ensure you receive full credit for product return.

10 Meter radios are not acceptable for return or exchange even if they have been in service for less than 30 days. No returns are allowed on 10 meter radios. All 10 meter radios must be forwarded to respective service center for repair.

Many manufacturers print a “manufactured date” on or near the product serial number. To avoid loss it is recommended that you examine the manufacturer date on radios, scanners and high end product.

Inspect merchandise to make sure that rechargeable batteries or battery packs that originally came with product is included with return. Remove batteries from merchandise that did not come with product.

Antennas that are broken or shorted out due to rubbing or hitting of objects are not returnable or replaceable as this type of wear is not considered a manufacturing defect.

Generic microphones that have been in use longer than thirty days are not covered by warranty. Speciality microphones and Cobra High Gear models may have a longer warranty period. Check the user manual for warranty information. Most speciality microphones need to be routed to service center for repair after 30 days of use as indicated in user manual.

CB Distributing will reject product(s) returned to us that are found to be in used or abused condition or contain the incorrect model. If a product is rejected you will be notified immediately by phone or e-mail. At your option, product will be destroyed, returned freight collect or forwarded to the factory service center for repair.

Dealer will be assessed applicable freight charges both ways and incur a \$10.00 handling charge to process a repair.

After receiving return authorization (RA) pack product into an outer shipping box, enclose a copy of return authorization (RA) and write the RA approval number on outside of carton. Ship pre-paid to:

CB Distributing
3075 Kathryn Ave. NE
Albany, OR 97321

Our “Return Policy” listed above does not contain all our exceptions and exclusions and is subject to change without notice. To view current policy, please check our website at www.cb-distributing.com or call our returns department for further information.