

## Star Case Rack Return Procedures

### Star Case Manufacturing Co., Inc.

648 Superior Ave.  
Munster, IN 46321  
PH: (219)922-4440 FAX: (219)922-4442

**(800)822-STAR (7827)**

**(800)782-CASE (2273)**

**e-mail: [star@starcase.com](mailto:star@starcase.com)**

## RETURN PROCEDURE

[\(Click for printable .html version\)](#) 10 kb

[\(Click for printable .pdf version\)](#) 18 kb

**Help Us Process  
Your Return Quickly  
and Efficiently!  
TO AVOID REFUSAL  
OR DELAY, PLEASE  
REVIEW THIS  
DOCUMENT  
CAREFULLY**

Returns will be processed  
once the following steps are  
followed.

### RETURN POLICY:

Any product, with the exception of Custom Cases, Large Metal Racks and LAN Stations, received that you may have ordered incorrectly and if that product does not meet your needs, and if the product is not defective, may be returned within 10 days after receiving. A 25% restocking charge will be assessed. Initial freight and return freight charges to or from Star Case are the responsibility of the buyer. You must call and receive a Return Authorization (RA) number and it must be clearly indicated on original packing or equivalent. All goods must be received in new & original condition for credit to be issued. Products returned with no RA number will be refused at our loading dock.

Please allow 4 to 6 weeks for all Return Authorization refunds pending verification of receipt that returned product(s) were received by Star Case.

AT NO TIME WILL STAR CASE BE RESPONSIBLE FOR ANY COSTS RELATED WITH THE REPLACEMENT AND/OR REPAIR OF ANY PRODUCT, INCLUDING LABOR, INSTALLATION OR OTHER COSTS INCURRED BY BUYER.

**CUSTOM CASES, LARGE METAL RACKS AND LAN STATIONS ARE NON-RETURNABLE** if ordered incorrectly. All sizes and detailed description of our products are clearly indicated. Please contact STAR CASE sales for any order assistance if you are uncertain on any feature of any product.

### NOTE: ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT!

All returned packages are thoroughly inspected in accordance with our published INSPECTION CRITERIA listed below, and a determination will be made if all requirements have been met for credit, replacement, exchange or repair. Please be sure to follow these guidelines to avoid any delay or refusal of processing your return. Any discrepancies including, but not limited to, the following list will result in your package being returned and credit or replacement denied. The following INSPECTION CRITERIA is applied to inspecting returns and issuing credit:

- Products must be returned in the original shipping container.
- Packages must include our authorized shipping label(s).
- DAMAGES: Including any dents, scratches, defacement, loose or missing parts or abuse of item(s) being returned.

**Returns processing may take up to 5 business days from the time your return is received.**

### RETURNING MERCHANDISE

Due to modern technological advances in computer aided design and production, Star Case can begin production of your cases moments after receiving your order. This allows us to give our customers the fastest possible service. Therefore, we cannot accept cancellation of any case order that is "in production". "In production" can be minutes after ordering your Star Case product. Please note, **CUSTOM CASES ARE NOT RETURNABLE**. Star Case shall have sole discretion as to the credit method. We may issue a credit, ship a replacement product, exchange or we may repair the item and return it to you. RETURNS ARE SUBJECT TO A RE-STOCKING FEE and such returns will be for product credit or refund at our sole discretion within 30 days of original invoice date. Please call us at 800-822-7827 if you have questions or for an explanation of circumstances under which a restocking fee may be charged.

#### Step 1: Call for a Return Authorization (RA) Number: Toll-Free: 800-822-7827

Returns to our warehouse must have a valid Return Authorization (RA) number. RA numbers will expire after 14 days. Any attempted return without a valid RA number will be refused and returned to you at your expense.

#### Step 2: Check Your Return

ALL products being returned must be packaged in **ORIGINAL PACKAGING**. Please include all packing materials and other documentation included in the original packaging. A return will not be processed, or a restocking fee may be charged in the event **ANY** item(s) included in the original shipment is not present in the returned package. In the event that a return shipment is received improperly packaged, altered or physically damaged our return policy will NOT be honored.

#### Step 3: Ship and Insure Your Return

We recommend you **FULLY** insure the package you are returning. **THIS IS FOR YOUR PROTECTION**, in the event the package is lost or damaged in transit. We suggest that you use a "traceable carrier" that can provide you with "proof of delivery." We shall not be responsible for items that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by you, and are non-refundable.

[\(Click for printable .html version\)](#) 10 kb

[\(Click for printable .pdf version\)](#) 18 kb

Star Case Rack Return Procedures

<b>(Clip &amp; Use This Return Label)</b>	<b>RETURN AUTHORIZATION #</b>	
	<b>(RA NUMBER)</b>	
<b>STAR CASE Returns 648 Superior Avenue Munster, IN 46321</b>		