



Tropical Imports
Oshawa, ON
www.tropicalimports.ca

Tropical Imports Returns Policy:

This document is aimed at outlining returns policy for drop-shipping operation contracts. Shipping prices apply to continental USA or Canada.

If your client wishes to return the item for any reason, you must request an RMA number from Tropical Imports, and that number must be clearly marked on the outside of the package returned. The customer pays for the return postage. It should be noted that in the event of a product return, **the shipping charge** will not be refunded and a **re-stocking fee of 5 to 10%** will not be refunded.

In the event of a manufacturer's defect, the item can be sent back at the customers expense (you must request an RMA number from Tropical Imports, and that number must be clearly marked on the outside of the package returned) and a replacement will be provided after it has reached the TI warehouse.

Any other questions, please do not hesitate to contact us.

Regards,

Tropical Imports Staff.