

DALDORADO

DALDORADO RETURN POLICY

Read Carefully and Follow Instructions BEFORE Returning Product

- All standard size stock items that are **unused and in “resellable” condition** may be returned to Daldorado’s Florida location or exchanged within 90 days of the date of the invoice in their original packaging and are subject to a 25% Restocking Fee.
If Daldorado must repackage any items, a Repackaging Fee will apply.
- Any item that requires fabrication such as Sumps or Custom Grating **cannot** be returned.
- If any returned item is not in a “resellable” condition, **no** credit will be given and will either be discarded or returned to Customer at Customer’s expense.
- An RMA (Return Merchandise Authorization) is required for all returns.

To request a return authorization, fill out the RMA Request Form and email to returns@daldorado.com.

Once approved, Daldorado will issue an RMA and provide a packing slip to include with the returned merchandise. Customer is responsible for arranging return shipping and all associated shipping costs.

All returns should be sent to:

Daldorado, LLC
Attn: Warehouse / Returns
4327 Arnold Ave
Naples, FL 34104

If you have any further questions, please call Daldorado at +1 888-509-8128 for assistance.

Return Merchandise Authorization Form



Email form to: returns@daldorado.com

Attention: Warehouse
 Phone: 239-301-3505
www.daldorado.com

RMA Steps: 1. Fill out this form completely 2. Prepare a copy of the sales invoice(s) for defective good(s) 3. Email per above

For Office Use Only	Company Name:	
RMA Number:	Ship To Address:	
Date RMA Issued:	City:	State: Zip Code:
Processed By:	Requested By:	Date:
Item Returned: Yes / No	Email:	
Date Received:	Phone:	Fax:

Quantity	Item Number	Description	PO Number	Invoice Number	Reason Code	Credit, Replace or Repair?

Return Reason Codes	Comments / Special Instructions
Record appropriate number in the "Reason Code" column above. 1. Wrong quantity received 2. Wrong merchandise received 3. Damaged in shipping 4. Duplicate order 5. Product defective 6. Customer not satisfied 7. Incorrect item ordered 8. Incorrect quantity ordered 9. Other	<p>ALL RETURNED ITEMS MAY BE SUBJECT TO A RESTOCKING FEE AND/OR A REPACKAGING FEE</p> <p>CUSTOMER IS RESPONSIBLE FOR ARRANGING RETURN SHIPPING AND ALL ASSOCIATED SHIPPING COSTS</p>

If items need to be returned, please ship to the address below after receiving an RMA number :	For Office Use Only
DALDORADO LLC 4327 ARNOLD AVENUE ATTN: WAREHOUSE NAPLES FL, 34104 239-301-3505	Credit Issued: Yes / No
	Credit Amount:
	Transaction Number:
	Date Issued:
	Issued By:
	Comments: