

# IMPORTANT PLEASE READ CAREFULLY!

Please check your order carefully. ALL reports of shortage or error, MUST BE reported within 72 hr. of receipt.  
IF YOU PLACED YOUR ORDER ONLINE, file an Order Problem Form from our web site no phone service for online orders.  
Absolutely no exceptions.

If the package is damaged, you must report the damage to the carrier.

Lost, damaged orders are the sole responsibility of the carrier.

We accept no responsibility for uninsured packages.

**IMPORTANT:** Before contacting RFG, please remember that if the item you purchased is a remanufactured part, it may differ from the original part in several ways. Though we try to match, materials, colors and manufacturing techniques, many things have changed in the past 60 or more years since the originals were manufactured. Many methods and paints etc., are no longer permissible, and must be substituted. These types of variations are considered normal manufacturing variations.

Original variations in Manufacture.

Defective (as determined by RFG), or items shipped by OUR error, **must be returned within 10 days of receipt of your order, for exchange or for the same item ordered only.**

**RETURNS AFTER 10 DAYS WILL NOT BE ACCEPTED.**

Items must be returned in original condition and packaging, and in the unit quantity as sold, unused. **No cash or credit refunds. A fee will be applied to order cancellations & returns not due to our error, 20% with a minimum of \$5.00. A house credit will be issued for ALL returns. NO credit for shipping fees.**

Tools, printed materials, original parts, electronic parts (e.g. Bulbs), virtual, digital, CD or DVD, custom or special orders are not returnable.

Some problems can be resolved prior to a return, so please contact us first. Normal variations in manufacture and color are expected, and are not considered as defects.

Please include a stamped self addressed envelope with all correspondence.

This form or a copy must be COMPLETED and included with any returns. Please list separately each item you are returning:

INVOICE # \_\_\_\_\_ INVOICE DATE \_\_\_\_\_ SERVICE FEE if applicable \$ \_\_\_\_\_

QUAN.	PART #	SPECIFIC REASON FOR RETURNING ITEM (Return will not be processed unless completed)	EXCHANGE

For office use only

Service Fee Enclosed ☐ YES ☐ NO  
Approved repair return ☐ YES ☐ NO

**RFG**  
**POB 562 OYSTER BAY, NY 11771-0562**

NAME.....  
STREET.....  
CITY.....  
STATE.....ZIP.....  
PHONE.....  
E-mail.....

## TERMS & CONDITIONS as of 07-20-2003

ORDERS ARE ACCEPTED ONLY IN ACCORDANCE WITH THESE TERMS & CONDITIONS

We try to ship orders promptly, and as complete as possible, occasional delays may occur given seasonal considerations. Some items may be out of stock, list substitutes. Stock availability is not guaranteed.

**CREDIT CARDS** are debited at order placement, to insure stock availability, though order may be delayed. We do not back order. Company Credits are issued on prepaid orders. Credits may only be used on mail orders only. Shipments will be made via best way.

**UNDER NO CIRCUMSTANCES** will an order be shipped without payment in full. Personal checks are accepted, orders will be held until check clears OUR bank. Minimum \$25.00 service charge for returned checks. No third party or double endorsed checks. Underpaid pre-paid orders, \$2.00 invoicing fee.

ORDERS ARE ENTERED AT TIME OF PLACEMENT AND CANNOT BE ADDED TO OR CHANGED THEREAFTER.- order change fee 10%.

**ORIGINAL PARTS** include new, used, salvaged, no choice.

**RETURNS** Defective (as determined by RFG), or items shipped by our error, MUST BE RETURNED WITHIN 10 DAYS, for exchange with the same item.

Items must be returned in original condition and packaging, in the unit quantity as sold, unused. Shipping fees EXCLUDED. **No cash or credit refunds** fee will be applied to order cancellations & returns not due to our error. 20% with a \$5.00 MINIMUM. RFG is not responsible for miscommunications or items ordered in error. Tools, printed materials, original parts, electronic parts (e.g. bulbs), custom or special orders or rubber stamps, virtual, digital, CD or DVD, are not returnable. Normal variations in manufacture and color are expected, and are not considered as defects.

**NO RETURNS AFTER 10 DAYS WILL NOT BE ACCEPTED.**

**ELECTRONIC DEVICES-** warrantee 1 year against defects in manufacture service with approval & \$5.00 service charge.

**REPAIRS** are warranted for the work done for 30 days, return for service with approval & \$5.00 service charge.

Lost, damaged orders are the sole responsibility of the carrier. We accept no responsibility for uninsured packages.

Prices, material, finishes are subject to change without notice. All items are shipped at the prevailing price. These terms (price list) supersede all previous.