

Returns Policy Objectives & Overview

The objective of the Game One Return policy is to define and streamline the returns process. A strong returns policy impacts inventory management, open orders, accurate invoicing, and timely accounts receivable. It is critical to our scalability.

Customer Returns Policy

Non-Customized products can be returned up to 30 days after shipment. Customized products cannot be returned. If a customer has an issue with a customized product, they have 30 days to notify Game One. If the defect was a manufacturer or production error, Game One will rectify the situation based on the customer's needs (reprint, credit).

Sales Rep Returns Policy

The returns policy for Game One Sales Reps is divided into non-decorated and decorated orders.

- **NON-DECORATED ORDERS** - Game One returns are accepted on non-decorated items over \$100 in cost within **30 days** of the customer receiving the product.
 - Returns are not allowed under \$100 cost
 - The customer will be credited for the order, but no product will be returned. The COGS will go against the sales rep.
 - Any mis-shipped, wrong color/size, defective merchandise can be returned. As a best practice, it is recommended to keep the sample for personal use or allow the customer to keep the item as it is not cost effective to return items under \$100. NOTE: If the product is incorrect, we will fix it. Please refer to Section 4-2.
 - RSM or AVP approval needed for any returns outside the 30-day window.
 - **Cancellations**
 - If an order is canceled, and the product is not returnable due to the vendor return policy timeline, COGS goes against the sales rep.
 - **Restocking Fees**
 - If a restocking fee is charged with the vendor, it will be passed along to the customer.
 - A Sales Rep may choose to absorb a restocking fee against their margin instead of passing it along to the customer.
- **DECORATED ORDERS** - As a general rule, decorated items cannot be returned unless there is a quality issue. In that instance, a customer has 30 days to notify Game One.
- **Cancellations**
 - Decorated orders cannot be cancelled by the customer once they are in decoration.
 - If the order is cancelled before it lands on a machine, Game One will follow the return steps, either to the vendor or stock.