



## Wilson Case, Inc. Return Policy

A return authorization (RA#) is required for all items being returned to Wilson Case for all defective and non-defective merchandise. The return shipment should also include a copy of the original invoice (if possible) and arrive packed in its original packaging. Any merchandise returned must arrive back at Wilson Case in “**new**” condition – without damage or blemishes of any kind.

Defective merchandise may be returned for replacement or a refund within 30 days of purchase. Defective is defined as any error Wilson Case made in the construction of the case. We go to great lengths to build our cases right the first time and we communicate with detailed drawings – but once in a while an error will occur. “Defective” does not include merchandise that was damaged during the original transit to you. Wilson Case’s shipping department places stickers on the exterior packaging urging customers to inspect the package as soon as it arrives for any sign of carrier damage. The customer should also open the packaging and inspect the case before the carrier leaves and document any damage with the carrier. The next step is to contact the carrier with a freight claim as soon as possible. Contact Wilson Case with any questions. “Defective” also does not include errors in dimensional information provided to Wilson Case by the customer to create a custom interior based on those dimensions.

Non-defective stock merchandise may be returned for a refund (excluding shipping charges, and including a 15% - 30% restocking fee) within 30 days of purchase; provided the case arrives in “new” condition- not damaged in any way, unused and is returned in its original packaging. A returned product is not resalable by Wilson Case if it does not arrive in “new” condition. If a case arrives back at Wilson Case in any condition other than “new”, we will assess the damage and apply a damage fee plus the restocking fee.

For your protection, we recommend that you fully insure the package you are returning. We suggest that you use a “traceable carrier” that can provide you with “proof of delivery.” Wilson Case is not responsible for items that are lost or damaged in transit.

Allow 4-6 weeks for all Return Authorization refunds.

Receiving Address:  
Wilson Case, Inc.  
Attn: RA#  
Bldg. 37 Industrial Park East  
Hastings, NE 68901