



R&R Tire Surface Protectors, Inc.

Effective January 1, 2009

Dear R&R Customers:

RE: R&R Tire Surface Protectors, Inc. Return Policy

It has come time for us to formalize our return policy. Please review the following information and distribute to your buyers and sales staff. If you have questions, please direct them to Cindy Habermehl at cindy@rttirecovers.com.

We want to thank you in advance for your cooperation.

1. R&R will accept merchandise returns within 60 days of original order date for the following reasons:
 - a. Items did not fit due to a calculation error by R&R staff
 - i. Returned items must be clean and re-usable
 - b. Items were received defective and not usable
2. The following return reasons will incur a 15 % re-stocking fee
 - a. Third party / customer cancelled order
 - b. Wrong dimensions were given to R&R at time of order
3. Prior authorization and an RGA # are required **before** returning any merchandise to R&R
 - a. Items cannot be properly credited without an RGA #
4. R&R will assess the condition of the merchandise once received and issue a credit memo appropriately
5. Credits will only be issued if the above steps are followed
6. Credits are for merchandise only
7. R&R will not issue any credit for returns for orders over 60 days old
8. R&R may offer to exchange products instead of credit when possible
9. NO cash refunds will be issued

R&R Tire Surface Protectors, inc. reserves the right to modify this policy at any time without notice.

We appreciate your business and look forward to another year serving your floor protection needs!

Thank you,

R&R Tire Surface Protectors, Inc.

www.rttirecovers.com