

## THE E-Z RETURNS PROGRAM!

### CONDITIONS

1. All product is sold on an exchange/credit basis only. Cash refunds WILL NOT be issued for credit balances.
2. All **OVERSTOCK** product is returnable (unless otherwise noted) after 90 days from date of invoice, and for up to one year from date of purchase, as long as the product remains currently active in the CNI system. **SERVICE ITEMS** and **DEMOS** may not be returned at any time. All **DEFECTIVES** and **MIS-SHIPMENTS** are fully returnable. If the mistake was CNI's we will credit the amount of freight to the retailer account.
3. All product to be returned must have been purchased from CNI.
4. All products must be current and in active status in CNI's inventory. For a listing of current and active product eligible for return to CNI please visit the 'Product Search' section of our website at:

**[www.cnidist.com](http://www.cnidist.com)**

5. Discontinued, deleted or out-of-print items will not be accepted for return. CNI will make a reasonable effort to notify the retailer in advance of product that is to be discontinued or deleted in order to provide the retailer a sufficient amount of time (usually 90 days) to return such product for credit.
6. All items returned must be in perfect re-salable condition (i.e., no shelf-worn or used items). In the case of defectives, attach a note indicating all defects and stop the tape or video at the point of the defect. All items must be returned in original packaging (i.e., original shrink-wrap, slipcase, complete sets, etc.) and free of markings, store labels and stickers.

**NOTE:** As a courtesy to the retailer, CNI will repackage and send back ineligible product returns in reasonable quantities (usually 5 units or more) along with a Return Discrepancy Form indicating the reason for the return. The retailer's account will be charged the appropriate freight and a \$3 handling fee for this service. Any ineligible product remaining at CNI in smaller quantities (usually less than 5 units) will be discarded after 45 days unless CNI is contacted by the retailer and other arrangements are made. Please contact your Account Executive if you have any questions about this service.

Products returned with store markings, labels and stickers will be subject to an additional processing fee.

### PROCEDURE

**RETURN AUTHORIZATIONS ARE NOT REQUIRED\***  
but are STRONGLY SUGGESTED for retailer documentation purposes!

1. Simply package all returns neatly and securely along with the retailer account number, invoice numbers, item numbers and titles, and reason for the return (i.e. packing list). Invoice numbers are not required, however, returns without invoice numbers will be credited at a lower rate. (See section on crediting, restocking and processing fees.) Enclosed items will be checked by CNI against the retailer's invoice history file for purchase date and return eligibility. Address all returns to:

**E-Z Returns  
CNI Distribution  
5584 Mt. View Road  
Nashville, TN 37013-2311**

2. Ship all returns prepaid via a traceable method. Returns shipped C.O.D. / FREIGHT COLLECT will be refused. Pack all items of the same title in one carton. Defective returns and mis-shipments should not be mixed with other overstock returns and must be clearly marked and separated from other return products. Mark all cartons 1 of 5, 2 of 5, etc.

3. CNI will issue credit to the retailer account after we receive and verify the returned product. Retailers should not make any deductions to their account without a credit memo as this could result in delaying future shipments.

*\* May exclude apparel returns. Please contact the distributed company directly for any exception to this policy.*