



210 Carpenter Dam Rd
Hot Springs, AR 71913

Return Policy

Dear Valued Customer,

Alliance Rubber Company is committed to ensuring your satisfaction with our products. To provide clarity and convenience, we have established the following return policy:

Returnable Items:

- Only standard items that must be in **unopened cases** and in a condition that allows for resale.

Return Period:

- Standard items may be returned within **6 months** of the purchase date, and this may be approved by the Sales Team Representative. If a return request is made after the 6-month window, this must be presented, and approved by our Return Authorization Committee. This approval is granted on a case-by-case basis. **All Returns** must be quality checked upon receipt before any credit will be applied to the customer.

Return Process:

- To initiate a return, please contact our customer service team with your order details to receive a **Return Materials Authorization number (RMA#)**. This number will need to be included on the shipping label and/or other shipping paperwork.

Return Freight:

- The **customer is responsible** for return freight and any damage items incurred during return transit may be excluded from "Returnable Items."

Credit Issuance:

- Credits for returned items will be processed within **30 days** of receiving the returned goods.

Restocking Fee:

- No less than a **20% restocking fee** will be applied to all returns.

Non-Returnable Items:

- Please note that **non-standard and custom items** are not eligible for return.

We appreciate your understanding and cooperation with our return policy. Should you have any questions or require assistance, please do not hesitate to reach out to our customer service department. Thank you for choosing us as your rubber band supplier. Items can be returned to the following address:

Alliance Rubber Company

Attn: Returns – RMA# (reference RMA# here)

214 Carpenter Dam Road

Hot Springs, AR 71901

Sincerely,

A handwritten signature in cursive script that reads "Tammie Rogers".

Tammie Rogers

Quality Assurance Manager