



# Angel Sales Inc. / Kagan Unlimited Return Policy

In an effort to improve our efficiency and continue to deliver the best possible price to our customers, we would like to inform you of our return policy and ordering guidelines.

- Angel Sales will accept 100% of all damaged, defective and non-conforming merchandise. All returns must be processed no later than 90 days following receipt of merchandise to ensure credit to your account.
- To process a return, please contact [orders@angelsales.com](mailto:orders@angelsales.com) for a Return Authorization number and specific return shipping instructions and routing. All return shipments must have a Return Authorization number for proper credit to your account. We will require your Purchase Order number under which defective merchandise was received prior to issuing a Return Authorization number. This allows us to track the shipment for possible carrier problems or factory quality control issues.
- All defective merchandise will be inspected by our staff prior to issuing a credit to your account. We will apply your open credits to any outstanding balance quarterly starting with the oldest open invoice first. Any application of credits by us will be communicated to you in writing.
- Returns for overstock merchandise will not be accepted. All purchase orders are considered a one way sale.
- We understand your need to have available inventory to meet your customer's demands. We want to fulfill every order you send to us. Revisable, reducible or cancelable purchase orders, however, will be honored only to the extent that we have available inventory. Firm purchase orders will take precedence in our inventory allocations.
- Purchase Orders will be fulfilled according to the lead times provided upon product submission and quotation. Purchase Orders with a requested ship date earlier than the lead times quoted by us will be filled as quickly as possible. To reduce fulfillment expenses to you, we ask that all orders be placed according to master case pack. Ask your sales representative for packing details.

We sincerely appreciate your business. Thank you in advance for working with us to improve efficiency, quality and costs. Please contact your sales representative for any further details and clarification.

Angel Sales Inc  
Kagan Unlimited

3336 West Lawrence  
Avenue, Suite 301  
Chicago, IL 60625

Phone - 773-883-8858  
Fax - 773-883-8889

AngelSales.com