

RENFRO SUPPLY RETURN POLICIES

Cigarette & Tobacco manufacturers have changed and/or eliminated many of their return policies. This has created confusion and misunderstandings on what can be returned, when it can be returned, and how to return product to Renfro Supply. In the past our policy was fairly simple, standard, and consistent with all manufacturers. Due to Manufacturer changes we thought it would be helpful to document our return policy by Manufacturer. (*Most recent change is from Lorillard 11/12/10....they have discontinued their return policy like RJR & Ph. Morris*)

As in the past Renfro Supply will guarantee products as the manufacturer allows and deliver the freshest available.

Store's Procedures for all returns:

- For cigarettes, check the chart on back to determine what can be returned. Contact your Retail Manufacturer. Rep if questions. See www.renfrosupply.com for list of Mfg. Reps.
- Most other tobacco items are guaranteed, but may have a special manufacturer return procedure. For other tobacco product return procedure check with your Mfg. Rep. Also check our web site for possible details and procedures.
- Contact your Renfro sales person to let them know you have items to be picked up & make arrangements with them to come in and pick up. Delivery drivers are not allowed to pick up items for return.
- Separate items you know are bad or damaged from the items that are good. Your salesperson can help you determine this when necessary.
- Remove all retail price labels. If labels are not removed we may have to charge a restocking fee.
- Sign and date the form used to list the items being returned, the best form to use is a blank multipart Renfro Invoice. Your sales person can supply you with this form.

Renfro's Procedures for all returns:

- All products delivered are the freshest available or we will exchange/refund your purchase amount.
- Salesperson will write up the items for return on a multi-part form by listing each item and quantity.
- Salesperson will sign and date the form used to list items being returned.
- Salesperson will leave a dated and signed copy of items being returned with store manager or owner.
- Salesperson* will deliver product and proper paper work to Renfro's Accounting office so a credit memo can be entered
- Credit amounts will be determined based on the price when item(s) were purchased. Credit Memo will be delivered to store by your Renfro Supply Salesperson or Delivery Driver.
- If Cigarettes are older than a year we can not take as a return with out a Mfg. Sticker.

**** Renfro delivery people can not pick up, return, and give you proper credit for returnable items.
If you need a sales person to help with this call Renfro Supply at 800-467-1334***

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Mfg	Brands	Can be returned	Can not be returned
Commonwealth	Malibu, Montclair, USA Gold, Sonoma, Fortuna	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply - Out of Date product, but must have Mfg sticker.	- Packs that can be sold at retail -Product we have discontinued with out Mfg sticker
Farmers Tobacco	KY Best, Chisum Filtered Cigars	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply - Out of Date product, but must have Mfg sticker.	- Packs that can be sold at retail -Product we have discontinued with out Mfg sticker
JT International	Wave, Wings	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply - Out of Date product, but must have Mfg sticker.	- Packs that can be sold at retail -Product we have discontinued with out Mfg sticker
Liggett	Eve, Pyramid, Liggett Select	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply - Out of Date product, but must have Mfg sticker.	- Packs that can be sold at retail -Product we have discontinued with out Mfg sticker
Lorillard	Newport, Kent, Maverick, True	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply	- Packs that can be sold at retail
Philip Morris	Benson & Hedges, Marlboro, Va Slims, Parliament, Merit, Basic, Cambridge, L&M, Chesterfield, Ph Morris Commander	- Unintentionally Damaged Packs if damaged by Renfro Supply - Ph Morris has said they DO NOT want any cartons returned. If we send the wrong item by mistake we will replace it.	- Packs that can be sold at retail
Premier Marketing	Shields	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply - Out of Date product, but must be approved by Mfg Rep.	- Packs that can be sold at retail -Product we have discontinued with out Mfg sticker
RJ Reynolds	Camel, Salem, Vantage Winston, Doral, Pall Mall, Monarch, Now, More, , Misty, GPC	- Cartons that can be resold - Unintentionally Damaged Packs if damaged by Renfro Supply	- Packs that can be sold at retail
Kretek Internt'l	Djarum, Sweet Dreams	Same as RJ Reynolds	Same as RJ Reynolds
US Flue-Cured	1839	Same as Premier	
Sante FE	American Spirit	Same as RJ Reynolds	Same as RJ Reynolds
Nat Sherman	Nat Sherman	Same as RJ Reynolds	Same as RJ Reynolds
<i>Note: Our system keeps track of all purchases and credits. For approved returns we will issue a credit amount based on the original purchase price. In some cases like items may have different credit amounts?</i>			