

Alliance Consumer Group guarantees your success with our products! Just place an order for an ACG branded product and use the product display to showcase them near your checkout area. You will be invoiced for the products and payment is due within the agreed-upon terms.

Our promise to you is that after 120 days (*from the time the product is received*) but before 365 days if the product doesn't sell as well as you think it should, we will buy back a maximum of two cases of the unsold merchandise in original packaging. This applies to first-time purchases only. Additional purchases of the same product make the **Buyback Guarantee Program** not eligible for that product. THAW disposable products and HALO branded products are exempt from the **Buyback Guarantee Program**.

Please note, **Buyback Guarantee Program** applies to products purchased at full price; it does not apply to items sold as part of a promotional deal (BOGO, Hot Buy, Final Sale, Closeout Deal) or product displays. The customer's account must be in good standing. Customers outside the continental United States must pay for the return shipping cost and any related fees which will not be credited back to the customers.

If you have items that fall into the **Buyback Guarantee Program**, contact your sales representative to initiate the return process. The following must apply:

- Be approved by a sales manager
- Product active in the current catalog
- Eligible brand and product
- Be in new condition, unopened in the original packaging

Once received and reviewed, only items and quantities pre-approved for return per the **Buyback Guarantee Program** will be eligible for credit. Excess inventory returned, will not be eligible for credit and ACG will not be responsible for returning any excess product to the customer. New condition is defined as unopened in the original packaging, i.e., free of pricing stickers, or damage to the product or packaging, including but not limited to scuffs, glue, or handwritten pricing.

ACG reserves the right to modify the policy at our discretion.

The most current version of the applicable policy can be found here: <https://bit.ly/ACG-Buyback>

Thank you.

