

## YOU CAN NOW TALK DIRECTLY TO **GRIMCO'S** **RESOLUTIONS TEAM** FOR ALL RETURNS

The Resolutions team will be handling customer communication for ALL returns, along with all questions, concerns, and inquiries. This is a more personalized approach as you will be in control of your own return and have DIRECT communication with the Resolutions team with IMMEDIATE responses.

The Resolutions Team will have a dedicated phone line and email. This will ensure all returns are made as easy and as seamlessly as possible. Each Zone will also have a dedicated Resolutions Specialist to help you on a more personal level.

### **FAQ:**

#### **What does this look like for me?**

A more personalized approach as you will be in control of your own returns and have direct communication with the Resolutions team with IMMEDIATE responses. We have assembled a great team to help make your returns as easy and seamless as possible!

#### **Do I reach out to my sales representative for my returns?**

For a more efficient process, please file your returns on [grimco.com](http://grimco.com).

#### **How do I file a Return on [grimco.com](http://grimco.com)?**

Sign into your account on [grimco.com](http://grimco.com). Under "My Account", to go "Orders>Returns" and click on the order you want to do the return for. (Add Images) Then follow the prompts for the return. You can watch the video on how to do a return here: [Grimco.com Returns](#)

#### **Can I file a return with the Resolutions Team if I don't want to file it on [Grimco.com](http://Grimco.com)?**

Yes, you can email the Resolutions Team at [CustomerReturns@Grimco.com](mailto:CustomerReturns@Grimco.com) to file a return.

#### **What will communication look like from the Resolutions Team?**

You will be receiving automated email notifications with the status update of your return. The Resolutions Team will be reaching out to you with an update on a weekly basis for any returns that remain open for longer periods of time.

#### **What is your Return Policy?**

Items purchased from GRIMCO may be returned within 30 days of the invoice date. The product must be unused and in the original packaging. Once the item is received, a refund will be issued within 3-5 business days.

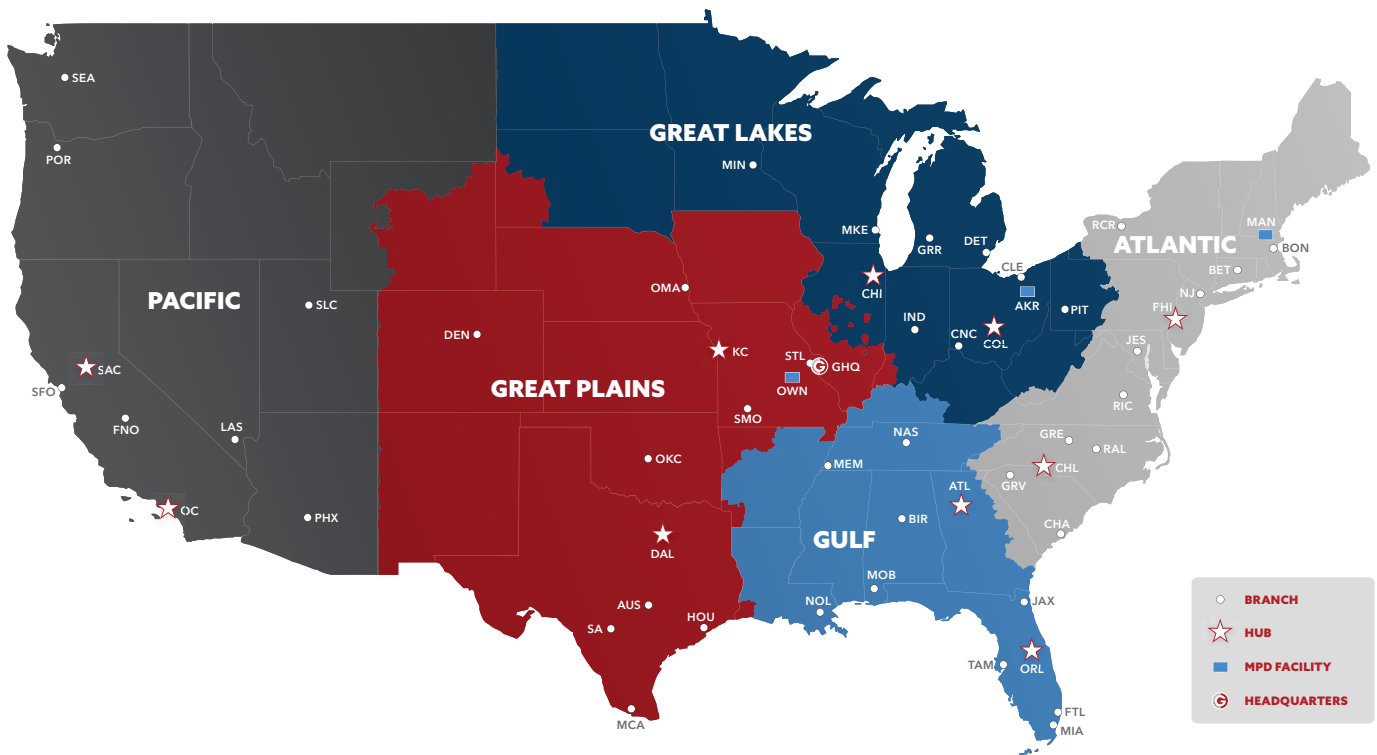
Claims related to defective material will be filed directly to the appropriate manufacturer in accordance with their warranty terms. Grimco will contact the manufacturer and initiate the claim process. If the manufacturer requires samples, Grimco will provide UPS labels to the customer.

#### **Will I still be able to communicate with a person?**

Of course! Each Zone will have a dedicated Resolutions Specialist who will handle your claims in a timely manner. We have assembled a great team to help make your returns as easy and seamless as possible! Below you will find the point of contact based on your location.

**RESOLUTIONS TEAM CONTACT INFORMATION:**

**Email:** [CustomerReturns@Grimco.com](mailto:CustomerReturns@Grimco.com) | **Phone:** (636) 214-5004


**ZONE POINT OF CONTACTS**

**Tiara Rashed**  
Resolutions Manager  
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