

Indian Nation Wholesale

Return Policy

Effective Monday, April 28, 2025. all returns are subject to our updated return policy.

Products Not Applicable for Credit:

- Merchandise that is not in its original shipping unit or not in a condition to be restocked or sold
- Partial cases or boxes of merchandise
- Priced merchandise
- Custom Print Items
- Frozen & Refrigerated product (Not Returned w/ the Driver)
- Promotional cigarettes
- Special-ordered products

Products Applicable for Credit (if reported within 30 days):

- Mis-shipped Product
 - Product Ordered in Error
 - Short-Dated Product
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- Shorted Product (must be reported by 5 pm the following business day after delivery)

Return Windows & Handling Fees:

- **Same-Day Delivery Returns:** Same-day delivery returns must be reported by 5p.m. on the next business day after delivery
 - Same-day delivery returns submitted via the online form at www.inwsupply.com/returns or through our Customer Service team by 5 p.m. on the next business day are not subject to handling fees, except for returns on Pre-Booked products which are subject to a 15% handling fee. No returns on special-ordered products.
- **Within 30 Days Returns:** Only returns reported within 30 days after delivery are available for credit. A credit will not be issued for any product returned after 30 days, unless it is guaranteed from the manufacturer.
 - Returns submitted after 5 p.m. on the next business day after delivery but within 30 days are subject to a 5% handling fee that will be assessed on the credit. Pre-Book products are subject to a 15% handling fee. No returns on special-ordered products.
- **Post 30 Days:** Only select manufacturer-guaranteed Cigarette and Tobacco products are available for return after 30 days. If you have any questions regarding whether a product is guaranteed by the manufacturer, please contact your Salesperson or Customer Service at 800-442-2880.

Submitting a Return:

- **Same-Day Delivery Returns:** : Same-Day delivery returns can be submitted via an online form at [Inwsupply.com/returns](https://inwsupply.com/returns) or through our Customer Service team at 800-442-2880.
- **Within 30 Days Returns:** Returns reported within 30 days, but not by 5 p.m. on the next business day after delivery, can be submitted via your Salesperson or Customer Service at 800-442-2880.
- **Post 30 Days:** : Returns on manufacturer guaranteed product can be submitted via your Salesperson or Customer Service at 800-442-2880.

Returns Processing & Credit Issuing:

- Most returns will be processed and credits issued within 14 business days.
- Returns for misshipped, product ordered in error, damaged product and short-dated product cannot be processed until the returned product is picked up on your next delivery. Returns for shorted product will be processed and a credit issued within 7 business days.

