

Return Goods Policy



Bartlett Bearing Company, Inc.

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Return Goods Policy

The purpose of this policy is to establish a clear understanding between Bartlett Bearing Company, Inc. and its customers, defining the conditions under which goods may be returned for credit or replacement.

General Conditions

- 1) Customers may return products purchased from Bartlett Bearing Company, Inc. only after written or phone authorization has been issued.
- 2) A Return Goods Authorization (RGA) number will be assigned to each authorized return, and a copy of our RGA form must be included with your return.
- 3) Standard stock items returned within 31 days from the date of order will be charged a minimum 10% restocking charge. Non-stock items are subject to our vendor's return policy and will also be charged the minimum restocking fee.
 - a. Customers will be debited for any freight charges incurred.
 - b. Restocking fees will be waived if return reason is due to Bartlett Bearing Company error.
- 4) Products must be returned in new and resalable condition. Any item requiring repackaging will be charged an additional fee (beyond normal restocking charge) or may be rejected as a returnable item.
- 5) Items returned that were not purchased from Bartlett Bearing Company, Inc. or considered used will not be accepted.
- 6) RGAs are valid for 25 days. After 25 days, goods may not be accepted for return or will require management approval in addition to a minimum 25% restocking fee for all items returned. Non-stock items will also be subject to our suppliers return policy.

Authorized Returns

Customers requesting authorization in accordance with the above "General Conditions" will be considered on the following basis:

- 1) 31st day and over from the date of order
Requests to return standard stock items will require approval by a manager and will also include a minimum 25% restocking charge. Above general conditions apply.

2) Special Goods and Non-Stock Items

Non-stock items and product special ordered or modified in any form will be subject to our vendor's return policy with a minimum 25% restocking charge.

- a. Certain special goods and non-stock items are non-returnable due to manufacturer return policy.

3) Damaged Goods and Shortages

Products received damaged or missing in the shipment must be reported to the shipping location within 5 days of receipt of product to be considered for credit. Please retain all packaging for processing claims against carriers.

4) Defective Goods

Products considered defective must be returned with a RGA number for inspection and evaluation. A defective claim report must be filled out and returned to Bartlett Bearing Company, Inc. before a RGA number will be issued. Upon inspection, a determination will be made if credit is due.