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Please visit our website: www.bartlettbearing.com E-mail: sales@bartlettbearing.com

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

- Phone or written authorization is required for products purchased from Bartlett Bearing Company, Inc. to be returned.
- A Return Goods Authorization (RGA) number will be assigned to an authorized return. The RGA form will be faxed to the customer within 72 hours.
- All goods to be returned must be returned with a copy of the RGA form within 20 days of receipt of RGA.
- Products must be returned in new & resalable condition, otherwise subject to handling fee.
- Customers will be **debited** for any freight charges.

STOCK ITEMS

- Items shipped from our stock returned within 30 days from purchase will not be charged a restock fee. Certain exceptions may apply.
- Items shipped from our stock returned after 30 days and within 90 days from the date of purchase are subject to a minimum 20% restock fee.
- Any product returned after 90 days must be approved by Bartlett Bearing management.

NON-STOCK ITEMS

- Non-Stock Items are subject to our vendor's return policy and will be charged their minimum restock and freight charges associated with returning to that vendor.

DAMAGED/REJECTED

- Customers that receive damaged or short shipped products should report to Bartlett Bearing Company, Inc. within 5 days of receipt of order to be considered for credit. Please retain all packaging material for processing claims against carriers.
- Products rejected must be returned with an RGA form for inspection and evaluation. A defective claim report will be issued and should be completed and returned with the product.

NON-RETURNABLE ITEMS

- Non-returnable items are items that the vendor will not take back.
- Any items modified for job specifications are non-returnable.
- Any rebuilt, reconditioned, repaired or altered items are non-returnable.

It is our goal to handle your credit returns efficiently and quickly as possible.

BRANCH OFFICE: 1497 Delta Drive • Gastonia, NC 28052 • (704) 915-3020 • Fax (704) 915-3039
BRANCH OFFICE: 2100 Conner Road • Suite 290 • Hebron, KY 41048 • (859) 212-2210 • Fax (859) 212-2227
BRANCH OFFICE: 270-272 Cahaba Valley Parkway • Pelham, AL 35124 • (205) 987-1915 • Fax (205) 987-1916

The above policy can be revised in whole or in part without prior notice.

3/5/2010