

## Return Goods Policy

The purpose of this policy is to provide a consistent and effective process for customer returns and to define the conditions under which customers may return goods to Bartlett Bearing Company, Inc. for credit or replacement.

### General Conditions

- Product **not** purchased from Bartlett Bearing Company, Inc. may **not** be returned for credit or replacement.
- A Returned Goods Authorization (RGA) number will be assigned to items approved for return and a return goods authorization form will be emailed or faxed to the customer.
  - A copy of the RGA form must be included with the return.
  - RGA's will expire 20 days from the issued date.
- Product must be returned in new and resalable condition or will otherwise be subject to an additional fee or credit denied. *(See Unacceptable / Unsalable Returns)*
- Credit will **not** be issued prior to receipt of product.
- All product returned **must** be inspected for quality assurance **before** credit will be approved and issued.
- Customer will be **debited** for any freight charges.

### Stock Items: Items shipped from a Bartlett Bearing Company, Inc. location

- Restocking fees:
  - **Minimum** 15% restocking fee for items returned **within** 90 days from date of order.
  - **Minimum** 25% restocking fee for items returned **after** 90 days from date of order.
- Certain exceptions may apply.

### Non-Stock Items: Items ordered special to fill customer needs or shipped direct from supplier

- Non-stock items are subject to our supplier's return policy and will be charged their minimum restocking fee and freight charges associated with returning items to the supplier.
- Credit will be issued based on our supplier's inspection and acceptance of the return.

### Damaged / Rejected Items

- Damaged products should be reported within 5 days of receipt to be considered for credit.
  - Please retain all packaging material for processing claims against carriers for any damage that may have resulted during shipment.
  - If possible, please email pictures to a customer service representative to help support any carrier claims.

### **Defective Claims**

- Product rejected due to suspected quality issues must be returned with an RGA form for inspection and evaluation. An Application Information Form will also be issued for these types of returns and **must** be completed and returned with the product. This form is **required** for inspection and evaluation purposes.

### **Non-Returnable Items**

- Items non-returnable to our supplier
- Items modified for job specifications
- Items rebuilt, recondition, repaired, or altered
- Items with an expiration date (lubricants, grease, etc.)

### **Unacceptable / Unsalable Returns**

- Any used or damaged items will be considered unsalable, and credit will be denied.
- Any items received in unacceptable condition that require repackaging (writing on box, torn box, labels on the box, etc.) will be subject to a 5% repackaging fee or credit denied.
- If credit is denied, items will be returned to the customer at their expense or scrapped after 30 days.

### **Unauthorized Returns**

- Unauthorized returns are subject to a minimum 25% restocking fee or credit denied.
- If credit is denied, items will be returned to the customer at their expense or scrapped after 30 days.

It is our goal to handle your returns efficiently and as quickly as possible. To help ensure this, please be sure to include all necessary documentation with your return.

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