

# PARTS RETURN POLICY



**All Parts Sales are considered final, unless stated otherwise on the Bauer Equipment America ("BEA") Sales Order and Invoice.**

In exceptional cases where a return is accepted, the following will apply:

## Procedure:

1. Parts returns will not be accepted, and credits cannot be issued without an Inventory Return Authorization Form (IRA).
2. All return authorization requests are considered on a case-by-case basis. Please download the form at <http://www.bauer-equipment.com> under Terms and Conditions on home page. Along with form, provide pictures of part(s) for evaluation.
3. The IRA form must be completed and e-mailed to: [HOU-Parts-Sales@bauer-equipment.com](mailto:HOU-Parts-Sales@bauer-equipment.com)
4. Once your IRA form has been reviewed you will receive notification of the decision to accept parts to be returned to either our Conroe, TX or Livermore, CA. facility.  
Please return part(s) with the approved signed IRA form as directed to:  
Bauer Equipment America                      Bauer Equipment America  
680 Conroe Park West Drive                      6052 Industrial Way  
Conroe, TX 77303                                      Livermore, CA 94551
5. All returns will incur a restocking fee (see below). After the parts have been received and inspected at BEA customer will receive confirmation of receipt and notified of approved or denied credit amount.

## Conditions:

1. Parts drop shipped from one of our overseas suppliers may not be returnable, as they would otherwise not be stocked at BEA in the U.S.
2. The following cannot be returned:
  - a. Special and made to order parts
  - b. Used parts
  - c. Damaged parts
  - d. Electrical parts, hoses, seals, and gaskets
3. Part returns must include original packaging.
4. The customer is responsible for shipping and other costs.

**Restocking Fee: Delay impacts BEA's inventory levels – represents BEA has restocked parts and the delayed return represents excess inventory.**

| From Invoice Date: | Restocking Fee %          |
|--------------------|---------------------------|
| Within 30 Days     | 15%                       |
| 31 - 60 Days       | 20%                       |
| 61 - 90 Days       | 30%                       |
| After 90 Days      | Not authorized for return |