

PARTS RETURN POLICY

Version: 01
Department: BEA/ALL/INF
Valid From: 2019/11/18
Valid Until: 2022/11/18



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
4. Once your IRA form has been reviewed you will receive notification if approved or denied to return parts back to BEA. All returns will incur a restocking fee (see below).
5. Please return part(s) with the approved signed IRA form to:
Bauer Equipment America
680 Conroe Park West Drive
Conroe, TX 77303
6. After 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. This will be reviewed on a case by case basis.
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. Responsibility of shipping costs for return parts is at customer's expense

Restocking Fee:

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