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Standard Return Policy

Scope

This policy applies to BH customers. BH does not authorize any other persons to make representations on its behalf.

General

1. A Return Material Authorization (RMA) number must be obtained prior to sending any items to BH for return. To obtain a RMA, contact us at 604-540-6232.
2. Prior to issuance of an RMA number, BH reserves the right to have direct contact with the customer, to assist in resolving the issue surrounding the return.
3. RMA's are valid for a period of 15 days.
4. **BH will refuse shipment on any items returned without a RMA number.**

Damaged Goods

1. Receivers – do **not** sign waybill for product until you have inspected it in front of the driver
2. If damaged, do **not** sign for it, or clearly indicate damage on the waybill itself prior to signing. Worst case scenario, you can also refuse the items.
3. Contact us immediately to inform us of courier damage
4. Please make any claims re damaged goods directly with your freight company.

Returns

1. Custom goods are **not** returnable.
2. Returns are permitted with a valid RMA number and within 30 days of purchase.
3. A restocking fee of 25% applies to all returns.
4. Please contact BH with regards to any special circumstances.

Return Process

In order to adequately determine if a product is OK to return, BH requires written explanation. It should include the following:

- A) Product description / SKU
- B) Date of purchase
- C) Reason for return

BH Woodturning Ltd. February 2010