

## Buehler Return Policy – 2018

Buyer may inspect Products for a period of 30 business days after delivery (“Inspection Period”). Buyer must notify Buehler in writing of any Products that do not conform to the specifications applicable to their sale within the Inspection Period and afford Buehler a reasonable opportunity to inspect such Products and cure any nonconformity. If Buyer fails to provide Buehler such written notice within the Inspection Period, Buyer will be deemed to have accepted the Products.

Buyer may not return any Product without Buehler’s prior written authorization. Buyer will be responsible for all costs associated with returns of Products and will bear the risk of loss, unless Buehler agrees otherwise in writing or determines that the Products do not conform to the applicable terms of sale.

Standard products may be returned within 30 days of receipt for a refund with prior authorization from Buehler. Custom items are not eligible for return, unless the customer has received prior authorization from Buehler. If items are returned for a reason other than Buehler error or product defect, a 20% restocking fee will be charged. Shipping costs will be arranged and paid for by the purchaser. Any replacement item shipping will be arranged and paid for by Buehler.

### **Instructions for Product Returns**

*To All Our Customers,*

**Please inspect and examine all items upon receipt. Contact a member of your Account Management Team immediately if any item is not functioning properly, was not on your order, or should you have any other questions about your order.** All product returns are subject to the Terms and Conditions of original sale which is reprinted below.

Any item you wish to return requires Buehler authorization for its proper return. A Buehler Representative will issue a Return Material Authorization (RMA) Number prior to the return. To obtain an RMA Number, please contact our Buehler at the contact information below.

If an order is shipped in error by Buehler, the item must be returned in new and unused condition in the original packaging.

**Standard items may be returned within 30 days of receipt.** If, after inspection, Buehler determines that the items are salable as new and unused products, then full credit will be issued. Otherwise, Buehler reserves the right to charge a minimum of 20% of the items’ original order value in refurbishment charges and to otherwise limit the credit for the return to the fair value of the items returned.

**Items without this number on the outside of the package will not be received by Buehler. Please include the accompanying e-mail from your Customer Service Representative approving the RMA with the items being returned.**



Please contact Buehler using the information provided below, if you have any questions or need assistance.

1) Ship to:

**Buehler**

41 Waukegan Road

Lake Bluff, Illinois 60044

Attn: QC DEPT RMA No. \_\_\_\_\_

2) The RMA No. must be clearly displayed on the outside of the package you are returning.

### Contact Information

Region	Phone	Phone Hours
Americas	+1 847 295 6500	M-F 8:00-16:00
Europe	+49 0 711 4904690-0	M-F 8:00-16:00
Asia	+86 400 000 3418	M-F 8:00-16:00
Japan	+03-5439-5077	M-F 8:00-16:00

**Buehler, An ITW Company • Worldwide Headquarters**

41 Waukegan Road, Lake Bluff, Illinois, 60044 USA | **phone:** 847.295.6500 • 800-BUEHLER | **email:** info@buehler.com

[www.buehler.com](http://www.buehler.com)