



RETURN POLICY

It is important to Busch Systems that you are satisfied with our products and service. In the unlikely event that you are not satisfied for any reason, please refer to the following instructions regarding returns and warranties.



ALL Returns Require A Return Authorization Number.

RETURNS



Switching to another bin style or color? Simply need to return your purchase? We're here to help! Busch Systems accepts returns up to 30 days after delivery for most stock products; some exceptions apply. Items must be unused and in original packaging. Please note that custom-stamped/built-to-order/modified/discontinued/closeout products and most promotional items are final sale. All returns will be subject to a 25% restocking fee and freight charges.

DAMAGES OR DEFECTS



If your items arrive damaged or defective, **it must be noted on the Bill of Lading before signing for your shipment.** Additionally, send us pictures of the packaging and the damaged/defective product for assessment as this will help us expedite your claim. Please also save all salvageable packaging if possible. We will be happy to repair/replace your products free of charge and arrange the return freight. Don't worry— the shipping charges are on us! Contact a Customer Service Team member at (877) 715-1715 or customerservice@buschsystems.com within 15 days of receipt of your product to submit your claim.

GENERAL WARRANTY

All Busch Systems products are warrantied for one (1) year from the date of purchase. This manufacturers limited warranty covers against any manufacturing defects, when the products are used as intended. Some exceptions apply.





HOW TO PROCESS YOUR RETURN:



1. DOCUMENT & CONTACT

Contact our Customer Service Team at (877) 715-1715 or customerservice@buschsystems.com right away to begin the return process. If applicable, immediately make notations on the Bill of Lading, photograph discrepancies/damages/defects, etc.



2. REQUEST YOUR RETURN AUTHORIZATION

The important Return Authorization form and RMA number will be emailed to you once the return process has begun.



3. REPACK YOUR ITEMS

All products must return in original packaging and include the fully completed Return Authorization form. The RMA number must be clearly written on all returning cartons/pallets.



4. SHIP IT!

Prepare the carton/pallet for the carrier; we'll take care of the rest! If you choose to ship the products yourself, we strongly recommend using a reputable shipping carrier capable of providing proof of delivery. Contact our Customer Service Team with the carrier name and tracking number so we can ensure the return is processed in a timely manner. Once we receive your package we will complete the return process and issue a Sales Credit Memo.



IMPORTANT: In the event that a returned order has items missing or damaged without prior indication, the value of the missing/damaged items may be deducted from the total credit amount.

**Please note that ALL freight charges for Returns are the responsibility of the customer including any international duties and/or taxes. If circumstances develop where Busch Systems arranges freight, Busch Systems reserves the right to deduct shipping costs from the final Sales Credit Memo.*

Full Terms & Conditions on the Return policy can be found on our website and are subject to change without notice:
www.buschsystems.com/busch-systems-terms-and-conditions

