



## International Return Policy

All returns require a Return Material Authorization (RMA) number. ALL requests for an RMA must be made within thirty (30) days from the invoice date. Contact [Customer Service](#) if you need to obtain an RMA.

Burt Process Equipment issues RMA numbers following a review of each RMA request as they are submitted. Each request will be approved or denied based on the manufacturer's guidelines. **Not all items are returnable, if you have concerns about whether your product falls into this category, please inquire before ordering.** RMA numbers issued by Burt Process Equipment are valid for a specific number of days depending on the manufacturer and the product must be returned within this timeframe. RMA numbers will not be extended or reissued. **Customer is responsible for all inbound and outbound shipping charges.**

### Defective or DOA Product

Product that is defective or Dead On Arrival (DOA) will be repaired, replaced, or credited according to the manufacturer's and/or distributor's warranty. Customer is responsible for return shipping charges as well as re-shipment charges outside of the United States.

If the returned item is found not to be covered under warranty (i.e. no faults were found in the workmanship of the product), the customer will be contacted regarding the return of the product. If we receive no response within 30 days, customer agrees to relinquish all right and title to and waives all claims against Burt Process Equipment for credit related to such products and the product will be disposed of.

### Non-Defective Returns

Non-defective returns are accepted for credit or exchange at Burt Process Equipment's discretion. **All non-defective returns may be subject to a restocking fee.** Customer is responsible for all return shipping charges.

### Restrictions on Returns

All products returned must be complete. This includes all original manufacturer's protective packaging (including electrostatic protection), manuals, software, documentation, cables, or other accessories originally shipped with the product, blank warranty cards, and original UPC codes on the box. Returns received with the original manufacturer's box written upon may be assessed a defaced carton fee in addition to any other fee(s) if found to be returnable.

### Shipping Damage

If product arrives with damage that is visible or likely to have affected the contents of the boxes, the preferred method of handling it is to refuse delivery of the shipment due to damage by the carrier. The carrier will be responsible for returning it to the shipper. The Customer must note the reason for refusal on the carrier's 'attempted delivery' record. If the damaged shipment is accepted, the recipient must note all known and visible damage on the carrier's 'delivery record' in order for Burt Process Equipment to file a damage claim.



The recipient must save the product and all packing it arrived in and notify their Burt Process representative immediately so a carrier inspection and pickup can be arranged.

Failure to follow these instructions or to report damage within fifteen (15) days from the invoice date will result in the request being denied as out of return eligibility.

### **Overgoods**

Overgoods are unauthorized returns. Any products returned without a valid RMA number are considered overgoods. Additionally, any returned products that do not meet the original requirements for that return will be classified as overgoods. We will contact the customer to advise whether we should return the products or dispose of them. All freight costs must be prepaid or on account. If we do not have a response within 30 days, Customer agrees to relinquish all right and title to and waives all claims against Wildflower for credit related to such products.

### **Customer Responsibilities**

Burt Process Equipment International Sales can be reached at 1-203-508-1229 or via [e-mail](#) and they will process your RMA request. Based on the information you provide, Burt Process Equipment will determine if the product is eligible for an RMA. No returns of any type will be accepted without an RMA number. For prompt service, please have as much of the following information available as possible: Customer name, phone number and extension, Customer purchase order number(s), part number(s), serial number(s), and quantity, product condition, and reason for the return request. The Customer is responsible for shipping charges on returned items and all risk of loss. Burt Process Equipment recommends that all shipments have full insurance coverage. If the original box is not suitable for shipping, the Customer is responsible for repacking the product to avoid damage to the original packaging and the product itself. Boxes made of thin cardboard with clear plastic wrapping are an example of boxes that may need to be repackaged or over-boxed. The Customer should discuss the possibility of restocking fees being assessed with a Burt Process Equipment representative. Burt Process Equipment will be able to provide the amount of and reason for the fee(s) on a case-by-case basis. If approved, the RMA team will provide the RMA number, "ship to," and other pertinent information.

### **Contact:**

**International Sales  
Burt Process Equipment  
100 Overlook Drive  
Hamden, CT 06518  
1-203-287-1985  
[customerservice@burtprocess.com](mailto:customerservice@burtprocess.com)**