



BURR KING MFG. CO., INC.

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Policy and Procedures for Burr King Manufacturing, Company, Inc

Most unopened items in new condition returned within 30 days will receive a refund or exchange. Some items have a modified return policy that is less than 30 days.

Items that are opened or damaged or do not have a packing slip or copy of email receipt may be denied a refund or exchange.

All bundled items must be returned with all components for a refund.

RMA Guidelines

To qualify for return all products require a Return Authorization Number (RMA) prior to being returned, must be 100% complete, in the same condition as when sold, and in the original packaging as provided by the manufacturer. All packing materials, accessories and documentation must be included. Kits and other items assembled after purchase must be unassembled and returned in the manufacturer's original packaging. All returns will be inspected and products found to be non-conforming will be rejected or subject to a restocking fee at Burr King's sole discretion. Items returned without an RMA number will be denied and returned back to the sender.

Non-qualified returns and Restocking charges

Non-qualified and non-conforming returns are not included in Burr King's return policy and, if returned, will be rejected or subject to a restocking fee of up to 15% at Burr King's sole discretion.

Rebates and UPC codes

Products offering mail-in-rebates are non-returnable to Burr King once the rebates have been filed for. Be sure that the product is working and that you intend to keep the product before filing for rebates. Products missing UPC codes are NOT returnable and will be rejected or subject to a restocking fee at Burr King's sole discretion.

Return Procedure

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify the product you are returning meets the below guidelines and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return Burr King reserves the right to charge a restocking fee up to 15% at Burr King's sole discretion. Return processing may take up to 10 business days from the time your product is received.

Machinery: Machinery returned outside the guidelines set forth in Burr King's trial policy must be returned in original packaging and in new condition.

Non-Electrical Parts: Must be returned in new unused condition.

Electrical replacement components must be returned unopened. If the item is defective, it can be returned within 15 days with the receipt and the original packaging. Defective items may be exchanged for the same part.

See our catalog at www.burrking.com

Contact us at info@burrking.com

Vibratory Media must be returned within 15 days of receipt in new, unused condition.

Abrasive Belts: Unused belts may be returned within 15 days of receipt and returned for replacement abrasive belts.

Return Shipping

For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation. Burr King shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer, and are non-refundable. At our discretion, Burr King may reimburse shipping charges related to the return or exchange of defective products inside the U.S. only.

Refunds

Refunds will be issued in the same form as payment originally used for purchase except as specified below:

Credit Card Purchases: refund will be issued back to credit card.

Check Purchases: refund will be issued in the form of check.

Discounts and Promotions: refunded value for each item returned will be reduced to reflect the value of any free gift or discount.

Tax: the appropriate tax amount by item will be included with your refund.

Receipt Look-up

In most instances, Burr King Manufacturing can verify purchases made within the last 90 days on a credit or debit card, check.

Purchases made to Burr King resellers must be returned with the cooperation of the original selling dealer. Please contact them directly to initiate the return process.

NOTE: In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied, the product(s) will be deemed not eligible for return and will be returned to you. If Burr King, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee of up to 15% will be assessed.

To start your return please call Burr King Manufacturing and request a RMA number.