

RETURN POLICY

MERCHANDISE RETURNS

- Merchandise returned for refund or credit must be unused and undamaged. Discontinued or obsolete merchandise is not eligible for stock return.
- ALL merchandise returns must be shipped freight prepaid by our customer.
- Prior written approval, Return Material Authorization (RMA #), is required for all return merchandise, both inventory returns and warranty claims.
- Shipping labels must be obtained from Burton Mill Solutions with the RMA# visible on the exterior of the packaging.
- All merchandise approved for return is subject to a 15% restocking fee (value of the authorized returned material).
- Custom made products, including but not limited to Bandsaw blades, Circular Saw Blades, Make To Order knives, and electrical components, may not be included in stock returns.
- Special Order merchandise, when preapproved for stock return, is subject to a 50% restocking fee.
- Please consult your Customer Service Representative with any questions prior to shipping.
- Claims for shortage, damage or loss must be made in writing within 45 days of invoice date.

If the return of goods deviates from the conditions mentioned above, the goods will be returned to you at your cost.