



BakeTechPros

Electronic and Electrical Part Return Policy

REVISED / AMENDED 10/01/2010

Electronic and Electrical parts are NOT returnable, refundable or exchangeable unless specified in an exception below. The customer placing the order for the item is solely responsible for selecting the correct item. *BakeTechPros CSRs and Technical Support staff can suggest what the correct part may be but is NOT liable for the customers decision to order any item or a given quantity of an item.*

This policy applies to all circuit boards, any assembly that includes a circuit board as a component when ordered, all devices and parts that are electrical in nature. Typical examples are as followed but not limited to...

All LRB-xxx parts and all MEL-xxx parts, all switches, relays, contactors, overloads, controls, solenoid valves, heating elements, motors, transformers, boil tanks and circuit breakers

The Exceptions:

- 1) If, on the decision of BakeTechPros management, a **special** case exists to allow a return in a case by case basis. Any such decision is NOT a change in policy as it applies in general or specifically to a customer.
- 2) Parts that are shown as REFURB or REFURBISHED and that charge a CORE DEPOSIT FEE may be returned under the Core Policy rules for a core deposit refund. This can include parts that where ordered in error and the customer wished to return for the core credit only.

Some of the parts we sell are remanufactured. These parts are identified in our catalog as "remanufactured" or "refurbished." Typically they will be known by the part number LRB- xxx.

Remanufactured parts usually have a core charge. The core charge is a deposit that we charge you to encourage the return of old parts to be remanufactured. The more cores returned to us the greater our stock of parts we can offer you. If we run out of cores than we can no longer offer you the parts you need!

You pay the core charge when you place your order. If you return the old part to us, we refund the core charge based on the remanufacturability of the core returned. This refund can be in the form of a credit on the balance owed or via a check payable to the company that placed the order.

Cores must be complete and repairable, fit the same application, and be returned in the box the remanufactured part came in. This means the part you send back needs to have whatever components (like relays and fuses) that came on the remanufactured part. **Damage to the cores caused by electrical surges, water, fire, or un-authorized modification or repair will usually be deemed un-repairable and no deposit refund offered.** Obviously, the core won't be working well (or you wouldn't have replaced it) but it can't be smashed, cracked, burnt, or otherwise unusable.

Shipping charges on cores aren't refundable. (Before sending back a core, you'll need to decide if the core deposit is worth the shipping cost.)

To receive credit, cores must be returned within 45 days of the date your order was placed.

BakeTechPros
15306 E. Wellesley Ave.
Spokane Valley, WA 99216
206-274-5282 / 877-749-5739
Fax 509-928-3252

Revised 05/24/2010