



# BakeTechPros

## ***RETURN / EXCHANGE POLICY***

We want our customers to buy with confidence from BakeTechPros! The following policy is simple and without hidden stipulations in small print.

Exchanges for BTP incorrectly ( our error ) shipped items:

- BTP will exchange the items(s) for the correct item. The customer will pay or receive the difference in sale price in an adjustment to the invoice when possible or with a BTP Credit Memo.
- All items **MUST** be in NEW, UNINSTALLED/UNUSED CONDITION
- BTP must be notified via fax or email with 7 days of receipt.
- BTP will pay for the return shipping to BTP and for the re-shipping of the item to the customer.

Exchanges for customer ordering errors ( your error ) shipped items:

- BTP will exchange the items(s) for the correct item. The customer will pay or receive the difference in sale price in an adjustment to the invoice when possible or with a BTP Credit Memo.
- All items **MUST** be in NEW, UNINSTALLED/UNUSED CONDITION
- BTP must be notified via fax or email with 7 days of receipt.
- The customer will pay for the return shipping to BTP and for the re-shipping of the item to the customer.

Unwanted Goods Returns:

- Returns of un-wanted items will be accepted under the following conditions
  - 20% restocking fee
  - BTP must be notified via fax or email with 7 days of receipt.
  - All items **MUST** be in NEW, UNINSTALLED/UNUSED CONDITION
  - The customer will pay for the return shipping to BTP. The refunded amount will be the full invoiced amount, less the outbound shipping and less the restocking fee. Refunds will be via a BTP CREDIT MEMO unless otherwise agreed to by BTP
  - Failure to adhere to the above terms shall result in a returned product evaluation inspection fee ( variable cost based on complexity of part ) and other reductions in refund amount based on our incurred costs and re-sell ability of the returned parts UPTO 100 PERCENT of the invoiced amount.

WARRANTY RETURNS:

- Returns of defective items will be accepted under the following conditions
  - We warranty our products to not be DOA and to perform without defects in material and workmanship for not less than 30 days, some items have longer warranties that are specified in that items specified warranty statement. Any warranty beyond BTPs minimum is based on the manufacture's specific warranty of the sold part and may be the responsibility of the buyer to pursue.
  - All BTP warranted items must be returned, at sellers cost, to BTP for inspection before exchange or credit is issued.
  - BTP reserves the right to reimburse buyer for the invoiced cost of the item instead of replacement, and to replace with a quality used/refurbished item instead of new.
  - The customer will pay for the return shipping to BTP. BTP will pay for UPS GROUND / LTL Freight shipping to the customer.

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

Revised 10/17/2008