

Returns Procedure/Policy

Person requesting return of goods must contact Technical Support with the following information:

1. Customer contact information
2. Invoice number or purchase order number
3. Product description
4. Model number/Part number
5. Serial number if applicable
6. Reason for return/Description of problem

Technical Support will make a preliminary determination of responsibility and if approved will:

1. Assign an RGA number
2. Fax or Mail a copy of the RGA Policy and Procedures
3. Fax or Mail RGA form and shipping label to the requesting party to facilitate shipping and identification of goods upon its arrival at Grindmaster.

There is a minimum total value of returned goods of \$35 net price.

Goods must be less than 6 months old from date of invoice.

Private labeled or custom-made goods may not be returned.

Criteria for authorized return of equipment:

1. Requests for returns from end users will be referred back to the purchaser of the machine, i.e., distributor, dealer, roaster, etc. Equipment may only be returned with approval of said purchaser.
2. Standard new and unused equipment will be assessed a 25% restocking fee.
3. AMW labeled equipment will be assessed a minimum 35% restocking fee
4. Replacement units will be sent out at customer standard pricing levels and credit will be issued upon return of defective unit.
5. Units received in used or damaged condition (unless warranty exchange or determined factory defective) will be assessed a 25% restocking fee PLUS the cost to return unit to like-new condition.

Criteria for authorized return of parts:

1. There is a minimum total value of returned goods of \$35 net price.
2. New and unused parts will be assessed a 25% restocking fee.
3. Used, damaged, obsolete and slow-moving parts will not be authorized for return.
4. If a "kit" returned is incomplete, no credit will be issued
5. Parts exchanges will be at standard customer pricing levels and credit will be issued upon return of incorrect or damaged part.

Any shipments received without a valid RGA number will be refused and returned back to sender at customer's expense.

All new RGA numbers will be good for a period of 30 calendar days from date of issue. After 30 days, the RGA number will be null and void. Any shipments arriving with a voided RGA number will be refused and shipped back to sender at customer's expense.

In the case of returns caused by Grindmaster error, Grindmaster will be responsible for return freight. Customer will be responsible for all shipping charges of "refused" shipments unless due to shipping damage or Grindmaster error.

Customer is responsible for packing goods in original undamaged packaging to avoid any additional charges incurred due to shipping damage. If goods are returned in customer provided packaging, any shipping damage is at customer's own risk and responsibility. RGA form must be packaged inside the shipping carton with RGA number clearly written on outside of carton.