



Customer Return Policy - BDSI

Return of **any** part requires a Material Authorization (RMA#) and copy of RMA label/paperwork.

Orders shipped within 60 days (both domestic & international) will incur a 15% restocking fee of no less than \$50 (unless it has a quality issue).

Parts with no RMA# issued (unauthorized returns) will incur a 100% restocking fee, or minimum of \$350, whichever is higher.

Requested Return with **No Quality Issue:**

The following customer-requested returns will not be considered:

- Orders beyond 60 days of shipment (for both domestic & international)
- Off contract / Non-forecasted parts
- Chemical/Specialty Materials (CSM) parts
- Shelf life parts
- Drop ship ordered parts (exception: Symphony)
- Specialty ordered parts
- Parts not in original packaging and/or with no traceability

Requested Return **WITH a Quality Issue:**

The following customer-requested returns will not be considered:

- Orders beyond 12mo of shipment unless vendor recall (for both domestic & international)
- Chemical/Specialty Materials (CSM) parts (scrapped at customer at the expense of the liable party)
- Parts without traceability paperwork

THIS CUSTOMER RETURN POLICY IS SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE. EXCEPTIONS MAY EXIST BASED ON CUSTOMER CONTRACT. EFFECTIVE OCT 15, 2021.