



810 Derwent Way, Annacis Business Park
DELTA ♦ BC ♦ V3M 5R1
Phone (604)540-6232 FAX (604)540-6101
www.bhwoodturning.com

Standard Return Policy

Scope

This policy applies to BH customers. BH does not authorize any other persons to make representations on its behalf.

General

1. A Return Material Authorization (RMA) number must be obtained prior to sending any items to BH for return. To obtain a RMA, contact us at 604-540-6232.
2. Prior to issuance of an RMA number, BH reserves the right to have direct contact with the customer, to assist in resolving the issue surrounding the return.
3. RMA's are valid for a period of 15 days.
4. **BH will refuse shipment on any items returned without a RMA number.**

Damaged Goods

1. Receivers – do **not** sign waybill for product until you have inspected it in front of the driver
2. If damaged, do **not** sign for it, or clearly indicate damage on the waybill itself prior to signing. Worst case scenario, you can also refuse the items.
3. Contact us immediately to inform us of courier damage
4. Please make any claims re damaged goods directly with your freight company.

Return Process

In order to adequately determine if a product is OK to return, BH requires a written explanation. It should include the following:

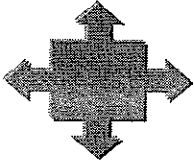
- A) Copy of Original Purchase order
- B) Product description / SKU
- C) Date of purchase
- D) Reason for return
- E) Quantity of items being returned

Once this information has been received and reviewed an RMA will be issued and sent to you (please see sample attached). It **must be included** with your shipment for our receiving department.

Returns

1. Custom goods are **not** returnable.
2. Returns are permitted with a valid RMA number and within 30 days of purchase.
3. A restocking fee of 25% applies to all returns, unless otherwise specified by BH.
4. All returns are to be shipped back **prepaid**, unless otherwise specified by BH.
5. Please contact BH with regards to any special circumstances.

Return Material Authorization



B-H Woodturning Ltd.
 810 Derwent Way
 Annacis Business Park
 Delta, BC V3M 5R1 CAN
 (604)540-6232

Page: 1
 RMA Number: 0000001305
 Date: 9/16/2010
 Expiration Date: 9/26/2010

Salesperson:
 Customer:

Deliver To *	Credit To	Shipped From
B-H Woodturning Ltd. 810 Derwent Way Annacis Island Delta, BC v3m 5r1 CAN	Customers Name address	Customers Name address.

Whse : BHWD
 * See specific line items for delivery exceptions.

Contact:
 Phone:
 Fax:

Reason for return shows here

Item	Authorized Return Qty	Return Reason	Return For	UOM	Unit Price	Amount
1 CEDVC-1 4" Cedar Large Pyramid/Copper Top Original SO : Line 1 Sales Tax: Freight: 0.00 customer ordered incorrect item - ordered regular - needed oversized	12.00	Mis ordered	Replacement	Each		
		Trade Discount: 0.00	Restocking Charge:			
2 CED302 LRG PYRAMID W/ COPPER TOP 4" S/C Original SO : Line 2 Sales Tax: Freight: 0.00 customer ordered incorrect item - ordered regular - needed oversized	18.00	Mis ordered	Replacement	Each		
		Trade Discount: 0.00	Restocking Charge:			

Net Return: 452.10
 Discount: 0.00
 Freight: 0.00
 Sales Tax: 54.25
 Restocking Charge: -113.03

Total CAD 393.32