



TITLE: Return Material Authorization (RMA) Policy

DISTRIBUTION LIST: Representatives & Customers

EFFECTIVE DATE: January 1, 2022

Policy Statement

Bradley accepts returns and will issue credits to customers for returned material in resalable condition according to the following guidelines:

Bradley shall provide Return Materials Authorization (RMA) to original purchaser for all authorized returns. All RMA requests must clearly reference Invoice #, Purchase Order # or Bradley Order # and shall be returned at the purchaser's expense to the address provided on the RMA. It shall be the responsibility of the original purchaser to obtain written RMA authorization to return merchandise for credit consideration. All shipping labels must be clearly marked with RMA number.

Credit may be declined if product has been assembled, installed or damaged.

Items returned without RMA information provided will be refused for delivery and returned to the sender freight collect.

- All requests for returns must be made within 6 months of invoice date
 - Photos displaying condition of return item(s) may be required prior to approval
- All RMA's must be received at Bradley within 30 days from issuance
- Accessories: Minimum 25% handling and restocking fee - or \$50.00, whichever is greater – is applied
- Fixtures: Minimum 35% handling and restocking fee - or \$50.00, whichever is greater – is applied

Plumbing fixtures and Keltech heaters

Items published in our current technical data catalog will be considered for return with the following exceptions:

- Products with options not offered on the website technical data sheets
- Products labeled as non-cancelable, non-returnable on the technical data sheets
- Products requiring an approved submittal
- Discontinued products

Accessories

- Only Inventoried items are eligible for return

Mills Partitions

- Due to the nature of this product, all requests are subject for review on an order-by-order basis

Lenox Lockers

- Due to the custom-made nature of this product, we are unable to accept returns for lockers