



TITLE: Cancellation and Return Policy

DISTRIBUTION LIST: Representatives & Customers

EFFECTIVE DATE: January 1, 2024

Cancellation Policy Statement

Cancellation fees will be incurred by buyer for the cancellation of orders entered into Bradley's production schedule.

Bradex products that have been prepared for shipment are not cancellable – see return policy.

The following products are **not cancellable**:

- OmniDecks
- Lockers
- Partitions
- NRS and High Capacity
- ESS & Skid Systems
- Modesty Module and Panelon Showers
- Custom mirror and grab bar configurations
- Discontinued Products
- Special order

The following products are cancellable with associated fee:

- [BradEx](#) products which include select TMV, Emergency Fixtures and Accessories

Fee = 10%

- Made to order products not listed under not cancellable

Fee = 50%

BradEx models can be found at the following link: <https://www.bradleycorp.com/bradex>



Return Policy Statement

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

RMA Process

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 from Bradley or a Bradley representative to return merchandise for credit consideration. All shipping labels must be clearly marked with RMA number.

Procedure and Rules

Credit will 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
- **Minimum** 25% handling and restocking fee - or \$50.00, whichever is greater – is applied. Reference the product and fee table below.
- Original and return shipping not credited



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