



Worldwide Warranty Policy B&C Technologies Parts

Revised
January 1, 2004

B&C Technologies Inc. warrants the original purchaser that all new parts to be free from defects in material and workmanship under normal use and service. The normal use of the parts is in commercial and industrial laundry equipment. The terms of B&C's obligations under this limited warranty shall be limited as follows:

1. B&C Technologies Inc. handles all parts warranties in accordance with the manufacturers guidelines. Manufacturers are solely responsible for all final warranty approvals.
2. Any part, except those mentioned below for a period of 12 months from the date of purchase. Wear and tear parts such as belts, gasket, hoses, diaphragms and repair kits etc have a 90 day warranty from the date of purchase. Repair kits and parts that are part of a component will not be accepted for warranty after installation unless there is an obvious manufacturing problem with the kit.
3. All warranties honored require proof of purchase if requested. Only parts purchased from BMC will be investigated for eventual warranty approval. All parts are marked for identification
4. All parts must be authorized for return. Customer must call for a return material authorization (RMA) number prior to returning any items. You will be required to provide the following information when calling:
 - a. Date of purchase
 - b. Part number
 - c. Reason for failure

RMA numbers will only be issued if all of the above information is provided.

Any parts returned without an RMA number will be returned to the distributor or customer.

5. Parts that are returned and show signs of misuse, alteration, or missing components, will not be considered for warranty. The customers will be contacted and the parts will be returned.
6. All shipping costs to B&C are the distributor's or customer's responsibility. B&C will take care of the shipping charges for the return of replacement parts that has been approved for warranty.

HOW WARRANTY PARTS WILL BE BILLED:

Initially the distributor or customer will be billed for any replacement part(s) until the manufacturer receives and accepts the part(s) for warranty. Once the manufacturer or B&C grants warranty status a credit is issued or a replacement part is shipped.

RETURN POLICY APPLICABLE TO NEW PARTS NEVER INSTALLED OR USED:

1. Parts must be returned within 30 days from date of purchase. A 10% restocking charge will be deducted from the credit being issued for the returned parts.
2. Parts need to be in new resaleable condition, in the original packaging (if applicable).
3. All returns require proof of purchase.
4. The distributor or customer must obtain an RMA before returning any item. See above. A packing slip listing the parts must be included in the returned package.
5. All shipping costs are the customer's responsibility
6. For special ordered parts by B&C the management will determine if they can be returned for credit.

RETURN POLICY FOR NEW AND SPECIAL ORDERED PARTS OLDER THAN 30 DAYS.

Parts in this category must meet all of the above conditions and is subject to a 20% restocking charge. All special orders are subject to a management decision prior to receiving an RMA number and an authorization to return the part(s) to B&C.

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