

# Baum Tools Unlimited, Inc.



## Return Policy

No product may be returned directly to Baum Tools with out first contacting Baum Tools for a RA number. The RA (Return Authorization Number) is valid for 30 day from issue date. If the product is not received within 30 days, the RA will be cancelled. Please keep in mind that once an order has shipped, it cannot be cancelled. If you refuse an order, it will then fall under our standard return policy, where roundtrip shipping costs will be deducted from your refund.

To initiate the RA process, you must first submit a RA form. You can either call our RA Department at 1-800-848-6657 requesting the form to be faxed, or email the request to [Nicole@baumtools.com](mailto:Nicole@baumtools.com). Once the RA claim has been confirmed, a response will be sent immediately.

A RA will not be issued for the following, invoices aged over 30 days, items not within warranty terms, items not purchased directly from Baum Tools, or items specially ordered. All errors in shipping must be reported with in 48 hours of receipt. All returns are subject to a 20% restock fee if tool has been unused. Refunds will not be issued if item shows signs of usage or damage.

The product must be properly packaged with the RA number clearly displayed on the outside of the shipping box. Customer is responsible for paying the shipping charges to send the product to Baum Tools. A returned product without a clearly marked RA number will be refused and returned to sender.

Original packaging should be used if available to minimize the potential for shipment damage. If items are damaged during return shipment due to insufficient packaging, it will be left to Baum Tool's discretion to determine whether or not the product is resalable.

All RA returned items must be sent via traceable means. Examples would be UPS and FedEx. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by Baum Tools. We will not refund for items lost or damaged during shipping. Please allow ten (10) working days after receipt of returned items, for credit to be issued. We stand behind our products, if you are having an issue, please contact us and we will make every effort to resolve it.