



Balflex® Return Policy and Instructions

Returns:

Except as otherwise provided, no material will be accepted for return after 6 months from date of shipment. Returned product must be in original packaging, unused, undamaged, unaltered in any way, and in saleable condition. C.O.D. returns will not be accepted. Shipping charges for returned items must be prepaid. All returns are subject to 15% restocking fee. All return credits will be posted to the account as credit balance and retained on the account to be applied to any outstanding invoices as deemed appropriate by Balflex. Proof of purchase on all returned items is required. Balflex does not take title to returned products until the item is received at Balflex Return Center.

Damaged on Delivery:

Balflex must be notified of any material damages or discrepancies within 48 hours of receipt. Customers are required to inspect material deliveries prior to accepting the delivery. Unaccepted / damaged material on delivery can be returned to Balflex through the freight company that delivered the material by not accepting the delivery. Once materials are accepted for delivery, Balflex is unable to take the damaged items back. All damages must be noted at the time of delivery to the freight company. Balflex does not take title to returned products until the item is received at Balflex Return Center.

Special or Cut-to-Length Products:

All special ordered or custom cut-to-length orders are sold as a "Final Sale" basis only. No cancellations, returns, refunds or credits are allowed.

Return Instructions:

- Contact Balflex with the following information, purchase date, invoice number, item number(s), quantity being returned and the reason for the return.
- An "Authorization Return Number" is required.
- Write this number on all returning slips.
- A copy of invoice or packing slip is required with return.
- Carefully package the item(s).
- All returns will be counted and inspected for damage(s) before credit is issued.
- Prepaid shipping only-Balflex does not accept C.O.D. shipments.