



## Buffalo Industries LLC

*"Your partner for cleaning and maintenance products."*

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## Shipping Policy

- Minimum \$250.00 order.
- 30 days net with approved credit, or we accept credit cards.
- Shipments less than \$1500, FOB ship point prepay & add.
- Shipments of full pallets of \$1500 or more, FOB Destination, full freight allowed in the 48 continental US.

## Return and Damaged Goods Policy

**Purpose:** This document provides a procedure for receiving return of goods that are damaged, shortages, wrong shipment or incorrect item, and/or defective products. In addition, this document will provide a procedure for return of goods other than damaged, shortages, wrong shipment or incorrect item, and defective products.

**Policy:** Buffalo Industries LLC accepts returned goods for the following reasons:

**Damaged Goods:** All damaged goods received by the customer must be reported to Buffalo Industries LLC within four (4) business days. Upon delivery, visible damages must be noted on the Bill of Lading, signature of person receiving the damaged goods and the carrier driver's signature. Damages that are not reported on Bill of Lading must be held until an inspection of carrier is completed and a report is issued. Customer may request an inspection of damages. Buffalo Industries LLC will contact the delivery carrier for an inspection. Once a report is issued, Buffalo Industries LLC Customer Service will issue an authorization to return the product. A copy of the inspection report and a Return Goods Authorization must accompany the returned product. Whenever possible, a picture of the damaged goods must accompany the inspection report. **IMPORTANT: No credit will be issued without report showing damages on Bill of Lading at the time of delivery or on a carrier's report.**

**Shortage:** Customer should inspect delivery for visible shortage as well as concealed shortage upon arrival of products. Please note discrepancies on the Bill of Lading. The Bill of Lading must show the shortage discrepancies, accompanied with signature of person receiving shipment and the carrier driver's signature. Concealed shortage must be reported with ten (10) business days. **IMPORTANT: No credit will be issued unless shortage is noted on Bill of Lading at the time of delivery.**

**Wrong shipment or incorrect items:** All wrong shipments or incorrect items must be reported to Buffalo Industries LLC Customer Service within two (2) business days (48 hours) of delivery. Customer Service will arrange for pick-up of goods from customer. All incorrect items will be corrected to customer specifications.

**Return of goods for reasons other than damages, shortage, wrong shipment or incorrect items:** A returned product other than damages, shortage, wrong shipment or incorrect items must be reported to Buffalo Industries LLC with ten (10) business days. Once notification is reported to Buffalo Industries LLC, we will issue an authorization to return the product. A ten percent (10%) restocking fee will be charged on return of goods. The fees apply unless the item is defective or damaged, or you received the wrong shipment or incorrect items.

### Procedure:

1. To request a Returned Goods Authorization number, customer must contact Customer Service or fax a request for the return item.
2. When faxing a request for return item, the customer must provide their name, fax and telephone number, product description, quantity, a copy of packing list, and reason for the return. All concealed damage and shortage claims must be made within ten (10) business days of receipt of goods.
3. Goods shipped in error by Buffalo Industries LLC are to be reported within ten (10) business days of receipt to Customer Service for the issuance of a call tag/carrier's pick up.
4. Credit will be issued after receipt of returned goods. Please allow up to thirty (30) days for credit to be posted to account.
5. Credit will be issued at the original invoice cost.
6. **IMPORTANT: No credit will be issued without report showing damages or shortages on Bill of Lading at the time of delivery.**
7. All damaged or shortage of goods must be noted on the Bill of Lading and, when possible, pictures of damaged product to accompany the claim.