



RETURN POLICY

1. Customers must have authorization to return any product to BALD Technologies, LLC. Customers must request an RMA (return material authorization) number from BALD Technologies, LLC. Please contact BALD Technologies at 919-720-4252 or email at hello@baldtechnologies.com to get a Return Material Authorization number.
2. Any product sent to BALD Technologies, LLC must be freight pre-paid unless approved by BALD Technologies and noted on RMA Form. If freight is sent collect it will be refused.
3. The product must be returned in the original box to the destination advised by BALD Technologies with the RMA number visible on the outside of the box. If material is sent without an RMA number the shipment will be refused. Customer is liable for all return shipping charges and any additional charges.
4. Customer has 30 days from shipment of material to request an RMA number. Warranty claims are an exception.
5. Returned goods authorizations are valid for 21 days from the date of issuance.
6. All items must be in new and unused condition. If product has been opened customer is subject to charges for inspecting the equipment. Customer is responsible for any reconditioning charges if applicable. BALD Technologies reserves the right to return any products not in new and unused condition to the customer freight collect or at customers expense.
7. Custom and/or engineered products are non-returnable.
8. Restocking charges are 25 percent plus any freight or reconditioning charges.
9. BALD Technologies reserves the right; at their discretion to provide a refund via bank check in lieu of credit card refunds.