

Bolt and Nut Supply Ltd.

Customer Return Policy

Returns must be authorized with a Bolt and Nut Supply Ltd. Return Authorization Number (RA #) from Head Office in Cambridge. Please record the assigned RA# on the outside of the returned cartons and insert the return authorization form inside your packaging. The RA# is only valid for 30 days.

- All products returned must be in original packaging and in good condition for resale. All products are subject to our quality and quantity inspections prior to any credit being processed.
- A copy of the original packing slip or invoice as well as the return authorization form must accompany the goods returned, dated within 30 days from the date of purchase.
- Special non-stocked manufactured products, special finishes or platings and any discontinued items are not subject to cancellation or return.
- **Return Prepaid Freight:** All customer ordering errors will be subject to transportation arrangements and prepaid charges. Collect shipments will not be accepted.
- **Shipping Errors:** Any shipping errors or shortages must be reported within 10 days from the date of purchase.
- **Cash Sale Returns: No Refunds.** Customers must have a receipt dated within the last 10 days and a replacement order of equal or greater value.
- **Restocking Charges:** Returned products that are accepted are subject to a minimum 25% restocking charge or \$25 whichever is greater, that will apply to returns without a replacement order. If there is a replacement order of equal or greater value, there will be a \$10 administration fee.