



Buehler, An ITW Company

📍 41 Waukegan Road, Lake Bluff, Illinois, 60044 USA
☎ +1.847.295.6500 | 800-BUEHLER
✉ custserv@buehler.com
🌐 www.buehler.com

Buehler Return Policy – 2019

Buyer may inspect original Products for a period of 30 business days after delivery from Manufacturing location (“Inspection Period”). Buyer may not return any Product without Buehler’s prior written authorization and Buyer must notify Buehler in writing or email of any Products that do not conform to the specifications applicable to their sale within the Inspection Period.

Buyer must afford Buehler 30 business days from receipt of Products to inspect such products and cure any nonconformity. If Buyer fails to provide Buehler such written notice within the Inspection Period, Buyer will be deemed to have accepted the Products.

Standard Products include Buehler consumables and accessories and may be returned within 30 business days of receipt for a refund with prior authorization from Buehler. Custom Products including machines and service spare parts are not eligible for return, unless the customer has received prior authorization from Buehler.

If Standard Products are returned for a reason other than Buehler error or product defect, a 20% restocking fee will be charged to all items returned. Any replacement Product due to Buehler error or product defect will be arranged and paid for by Buehler. All other items will be arranged and paid for by the buyer.

Buyer will be responsible for all costs associated with returns of Products and will bear the risk of loss, unless Buehler agrees otherwise in writing or determines that the Products do not conform to the applicable terms of sale.

Instructions for Product Returns

To All Our Customers,

Please inspect and examine all items upon receipt. Contact Buehler Customer Care (custserv@buehler.com) immediately if any item is not functioning properly, was not on your order, or should you have any other questions about your order. All product returns are subject to the Terms and Conditions of original sale which is reprinted below.

A Buehler Customer Care Representative will be responsible for issuing a Return Material Authorization (RMA) Number prior to commence the return of your product. Items shipped back without proper return documentation will be refused or shipped back at Buyers expense. To obtain an RMA Number, please contact our Buehler Customer Care team at the contact information below.

Email: custserv@buehler.com

US Customer Care Phone: 1-800-BUEHLER (1-800-283-4537 option 2)¹

If an order is shipped in error by Buehler, the item must be returned in new and unused condition in the original packaging. Markings or defacement on original packaging will be considered a customer error and therefore charged the respective restocking fee.

Standard Products may be returned within 30 days of receipt. If, after inspection, Buehler determines that the items are salable as new and unused products, then full credit of your Product will be issued. Otherwise, Buehler reserves the

¹ Reference Contact Information for International Numbers



right to charge a minimum of 20% of the items' original order value in refurbishment charges and to otherwise limit the credit for the return to the fair value of the items returned.

Items without an RMA number on the outside of the original packaging will not be received by Buehler. Please include the accompanying e-mail from your Customer Care Representative approving the RMA with the items being returned.

Please contact Buehler using the information provided below, if you have any questions or need assistance.

- 1) Email: CustServ@Buehler.com
- 2) Ship to:

Buehler

41 Waukegan Road

Lake Bluff, Illinois 60044

Attn: QC DEPT RMA No. _____

- 3) The RMA No. must be clearly displayed on an external document attached to the original packaging you are returning. (Do not write RMA on any packaging wherein the product is contained. No internal customer codes)

Contact Information

Region	Phone	Phone Hours
Americas	+1 847 295 6500	M-F 8:00-16:00
Europe	+49 0 711 4904690-0	M-F 8:00-16:00
Asia	+86 400 000 3418	M-F 8:00-16:00
Japan	+03-5439-5077	M-F 8:00-16:00

Buehler, An ITW Company • Worldwide Headquarters

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