

Returns Policy

Effective January 1, 2020

All requests for return authorization are submitted to csmailbox@grindmaster.com or by calling Grindmaster Corporation Customer Service at 1-800-695-4500.

Customers requesting to return goods shall contact **Customer Service** with the following information:

- Customer contact information
- Serial number (for equipment)
- Reason for return
- Invoice, Purchase Order, or Sales Order Number

All returns must meet the following criteria:

- 1) The minimum net value of any return must be at least \$35.00.
- 2) Goods must be less than 90 days from the date of invoice.
- 3) Products must be standard catalog items.

Equipment Returns will be subject to the following guidelines:

- 1) Requests for returns from end users will be referred back to the purchaser (i.e. distributor, dealer, roasters, etc.). Equipment may only be returned with approval of said purchaser.
- 2) Equipment returns will be subject to a 30% restocking fee and return shipping costs.
- 3) Equipment must be returned in original packaging, complete with all parts and accessories arrive clean, and undamaged. If equipment is not returned in original packaging, it is subject to refusal or call tag to send back to customer.

Parts Returns will be subject to the following guidelines:

- 1) New and unused parts will be assessed a 30% restocking fee if accepted for return.
- 2) Used, damaged, incomplete kits, and/or obsolete parts will not be accepted for return.

In the case of returns caused by Grindmaster Corporation error, Grindmaster Corporation will be responsible for return freight. In all other cases, the customer will be responsible for shipping charges. Any returns received without a valid RA number will be refused and returned to the sender. All returned goods with a valid RA number must be received within 45 days of RA issuance or the RA will be considered void and no credit provided. The RA number must be written on the outside of the carton. Customer will be responsible for shipping charges of any "Refused Delivery" shipments. Customer is responsible for shipping using a carrier that provides tracking information.