

**FROM:** Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Tel: (    ) \_\_\_\_\_

**RETURN LABEL**

**TO:** THE BUTLER CORPORATION

251 Moody Street

Ludlow, MA 01056





# RETURN FORM

**This completed form must accompany all returned items to insure prompt and accurate processing.** The **return form** and the **return label provided** are to include your company name, address and telephone number. Please repack items carefully. The Butler Corporation is not responsible for damages due to packaging. Insure and return your package prepaid via any carrier to The Butler Corporation, 251 Moody St., Ludlow, MA 01056. Sorry no C.O.D. returns will be accepted.

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ CONTACT PERSON: \_\_\_\_\_

MACHINE HOURS: \_\_\_\_\_ LAST (8) DIGITS OF VAN SERIAL NUMBER: \_\_\_\_\_

ITEM(S) BEING RETURNED			
Item Number	Quantity	Reason Code	Comments

## REASON CODES

- |                               |                           |                     |                       |                     |
|-------------------------------|---------------------------|---------------------|-----------------------|---------------------|
| 1. Component Exchange Program | 3. Wrong Item Shipped     | 5. Did Not Need     | 7. Wrong Item Ordered | 9. Damaged          |
| 2. Warranty Part              | 4. Does Not Work Properly | 6. Arrived Too Late | 8. Defective          | 10. Other (Explain) |

## RETURN POLICY

### NON-DEFECTIVE ITEM(S)

All non-defective item(s) for return or exchange must be returned to The Butler Corporation within 30 days of shipment of the replacement item(s) to be eligible for credit. No credit will be issued for item(s) that have been used or damaged. Customer is responsible for the payment of shipping and handling charges.

### DEFECTIVE ITEM(S)

A replacement for a defective item(s) will be shipped at our current selling price. A credit will be issued if the defective item(s) is returned to The Butler Corporation within 30 days of shipment and if the failure of the item(s) was due to a defect in material and/or workmanship.

### WARRANTY ITEM(S)

A replacement item(s) will be shipped at our current selling price to replace a warranty item(s) that has failed. A credit will be issued if the defective item(s) is returned to The Butler Corporation within 30 days of the replacement shipment and if the failure of the warranty item(s) was due to a defect in material and/or workmanship within the Butler warranty period. Credit will also be given for ground shipping and handling charges in the first 12 months of warranty coverage. Items returned after 30 days will be credited less 25%, returned after 60 days will be credited less 50% and items returned after 90 days will be credited less 75%. There will be **no** credit issued for warranty items returned after 120 days.

### NON-STOCK ITEM(S)

All non-stock or special order items are not eligible for return or credit.

### DAMAGE OR SHORTAGE(S)

It is important to inspect the order upon receipt and to notify The Butler Corporation immediately if there are any damages or shortages. All items shipped by The Butler Corporation are insured for the amount of the purchase. Delivery of the products in good condition is the responsibility of the carrier. Keep all shipping materials (box, packing, etc) intact until an inspection can be made by the carrier should the order arrive damaged or with item(s) missing.

### COMPONENT EXCHANGE PROGRAM

A replacement component will be shipped at our current selling price. The failed component must be returned to The Butler Corporation within 30 days for inspection and evaluation to be eligible for credit. A credit, when applicable, will be issued for the difference between the selling price of the replacement component and the rebuilding charges, when the returned component can be rebuilt. The customer will be charged for the parts and labor that were required to rebuild the returned component. No credit will be issued if rebuilding the returned component would cost more than the original selling price. The Butler Corporation may require up to 15 days from receipt of a returned component to perform a thorough evaluation.

### PROOF OF IDENTIFICATION

All parts from the Butler System are affixed with a tamper proof Butler System identification label. This label is designed with tamper evident features. Do not attempt to remove the label. Returned part(s) are required to have this label intact. No credit will be issued if the label is non-existent, destroyed or appears to have been tampered with.

Specifications of item(s), item numbers, availability, prices, terms and policies are subject to change.