



PFEIFER INDUSTRIES, LLC.

2180 Corporate Lane, Suite 104 ~ Naperville, IL 60563-1639 USA

Phone (630) 596-9000 Fax (630) 596-9002

Email: info@pfeiferindustries.com Website: www.pfeiferindustries.com

RETURN POLICY

All returns must have a Return Authorization Number / Return Authorization Form on file prior to return to Pfeifer Industries.

HOWEVER, no Return Authorization Number / Return Authorization Form will be filed by Pfeifer Industries until **written acknowledgment/acceptance** by the customer of the below Pfeifer Industries Return Policy.

Absolutely **NO RETURNS** on custom cut belts, custom pulleys and special orders.

There will be a 15% restocking charge on all returns. An additional 3% charge will be added for credit card transactions. Shipping charges are non-refundable, except in the event of packing error.

All returns, credits, claims for errors, deficiencies, or imperfections will not be considered unless made within five (5) days after receipt of goods.

Returning the order is acceptable. **HOWEVER**, the parts must be returned in the same condition that they were sent to you, which was **PERFECT**.

We will **NOT ACCEPT** any damaged parts, used parts or parts that show that they have been mounted. We inspect all returned parts 100% and will reject any that don't meet our rigid quality standards.

Damage that is caused by the freight carrier is still the responsibility of the customer and will be treated as such.



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I tell this to customers time and time again and everyone assures me that they are being returned in mint condition. Majority of the time I receive them back and they look like they have gone through hell and back.

The parts need to be re-packaged exactly the same as they were sent to you to thwart any damage during transit.

Pfeifer Industries can't stress the above return policy enough.