



RETURN FORM

This completed form must accompany all returns

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

TELEPHONE NUMBER: _____ CONTACT PERSON: _____

MACHINE HOURS: _____ LAST (8) DIGITS OF VAN SERIAL 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 Street, Ludlow, MA 01056. No COD returns will be accepted.

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 |

RETURN POLICY

1. DAMAGE OR SHORTAGE(S):

It is important to inspect the items you purchased 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 item(s) in good condition is the responsibility of the carrier. Please call a Butler Customer Service Representative immediately, should your order arrive damaged or with item(s) missing. Keep all shipping materials (box, packing, etc.) intact until an inspection can be made by the carrier should the item(s) arrive damaged or with item(s) missing.

2. NON-WARRANTIED ITEM(S):

All non-warrantied item(s) for return or exchange must be returned to The Butler Corporation within 30 days of shipment to be eligible for credit. Shipping and handling charges must be prepaid by the customer to receive credit. No credit will be issued for item(s) that have been used or damaged. Customers are responsible for all shipping and handling charges. All non-stock, special order and electrical items are not eligible for return or credit.

3. WARRANTIED ITEM(S):

A replacement for a warrantied item(s) will be shipped at our current selling price. A credit will be issued if the warrantied item(s) is returned to The Butler Corporation within 30 days of shipment of

the replacement item(s) and if the item(s) was covered under the warranty contained in the Butler System Warranty Booklet. Complete warranty information is contained in the Butler System Warranty Booklet and available upon request or online at butlersystem.com.

4. PROOF OF IDENTIFICATION:

All parts and components for the Butler System are affixed with a tamper proof identification label. This label is designed with tamper evident features. Do not attempt to remove the label. Returned part(s) and components 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.

5. COMPONENT EXCHANGE PROGRAM:

An exchanged 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, if 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* 30 days from receipt of a returned component to perform an evaluation.

PLEASE ALLOW UP TO 30 DAYS TO PROCESS A RETURN.