



BASS & HAYS RETURN (RMA) POLICY-

To all customers:

1. Please obtain prior authorization (RMA) from Bass & Hays to make returns. An RMA number must be issued to initiate the return process.
2. Returns must be accompanied by copies of signed picking ticket and/or corresponding invoice(s) with your P.O. number references.
3. Returns may be subject to a 10% minimum restocking fee, and up to 50%, depending on factors such as saleable/useable condition, and are subject to inspection & verification by Bass & Hays.
4. Returns must be in a new or good saleable/useable condition. The decision by Bass & Hays upon inspection is final.
5. No refunds will be issued for purchases older than 8 months.
6. No refunds will be issued for special order materials.
7. No refunds will be issued for any material that did not originate from Bass & Hays (original sale).
8. Bass & Hays reserves the right to waive or alter any of these conditions on a case by case basis.

Thank you,

A handwritten signature in cursive script that reads "Paul Mayfield".

Paul Mayfield, Vice-President
Bass & Hays Foundry, Inc.