



## **Blind Industries & Services of Maryland Returns/Credit Policy**

Our goal at Blind Industries and Services of Maryland (BISM) is complete satisfaction and to exceed your expectations. However, we understand that sometimes discrepancies occur and we need to streamline and simplify the process to resolve those issues. To ensure our customers are aware of BISM return and credit policies the below guidelines are for your use.

### **DAMAGED ITEMS**

Damaged returns are accepted only when reported to BISM within 10 Business Days after delivery of merchandise. External Damages must have been noted on the delivery driver documentation before it is signed. BISM does not accept responsibility for damaged merchandise that was not annotated on the delivery documentation. Internal damages may be discovered later but notification to BISM must still occur within 10 Business Days after delivery of merchandise. All returned merchandise **MUST** be returned with the original packaging.

### **SHIPPED IN ERROR**

Claims for items shipped in error (wrong item) must be made within 10 Business Days after delivery of merchandise. All returned merchandise **MUST** be returned with the original packaging and in resalable condition.

### **PRODUCT SHORTAGE**

Claims for shortages must be made within 7 Business Days after delivery of merchandise. BISM will ship/deliver the shorted products or credit will be issued based on the customer requirement.

### **DEFECTIVE ITEMS**

Claims for defective items must be made within 30 calendar days after invoice. All returned merchandise **MUST** be returned with the original packaging

**NOTE:** Please call for a Return Authorization (RA) number and call tags for items (damaged, shipped in error or defective) to be returned. Customer must provide the invoice or transaction number and date of purchase to ensure prompt handling. If an RA is issued for damages, shipped in error or defective items it will only be valid for 10 business days from the date of issue. BISM may request a digital photo be provided and opt to disburse their own delivery driver to pick up the damaged item. Replacement products and or credit will be issued based on the customer requirements.

### **STANDARD RETURNS**

Returned merchandise will be accepted for credit only during the first 30 calendar days if in resalable condition, and after arrangements have been made with us for its return. We assume no obligation to accept merchandise for credit after thirty days from the date of invoice. However at BISM's discretion we may accept returns up to 180 days. If we do agree to accept a return after

the 30 day time period the product must be in resalable condition, in the original packaging, and be an active item in our system. Additionally, a 15% restocking fee will be assessed. In requesting authorization to return merchandise, please furnish the invoice number and the date of invoice to ensure prompt handling.

All merchandise returned will be credited subject to handling and restocking charges, unless such return is caused by our error in shipping or handling the order. All returns not the result of a BISM error must be sent freight charges prepaid by customer.

**RESALABLE CONDITION**

Items are considered in Resalable Condition if we receive the product back exactly how it was originally sent out and how it is stocked on our shelves. Items need to be in original packaging and must be returned in the unit of measure that we sell the product.

**Have questions about returns? Please do not hesitate to give our Customer Care Manager a call today at 410-737-2610**