



## RETURN POLICY

Any merchandise that is either shipped to the customer in error or found to be materially defective upon receipt is eligible for return to Bridgeway Solutions.

Bridgeway will pick up the cost of the return shipment. Approval for the return of merchandise must be requested in advance, and when granted, the return authorization number must be clearly displayed on all returned packages.

After the returned goods are inspected and, provided the merchandise has been returned in its original packaging and is determined, at Bridgeway's sole discretion, to be suitable for resale, the line-item purchase price of the merchandise shall be credited to the customer's account.

Merchandise NOT shipped in error or found to be materially defective upon receipt MAY be returnable for credit.

**As above, the customer must contact Bridgeway in advance.**

If the return is approved, the customer will be instructed to ship the merchandise to Bridgeway Solutions, 600 East Union Street, Morganton, NC freight prepaid. Applicable credit will only be granted if the merchandise has been returned in its original packaging and is determined, at Bridgeway's sole discretion, to be suitable for resale.

A handling and reprocessing charge of **20%** of the line-item purchase price will be deducted from the return value before credit is issued. Further charges will be assessed on material requiring work to return it to saleable condition.

In no event will obsolete products or items purchased more than one calendar year prior be accepted for return.

Questions: Contact Cathy Clemmons in Procurement via at [CathyC@BridgewayID.com](mailto:CathyC@BridgewayID.com) or call 828-604-4916.