



BECS PACIFIC LTD

Phone (562) 908-6890 Fax (562) 692-5404

Merchandise Return Policy

To ensure your satisfaction, we permit our customers to return items purchased from BECS Pacific LTD, subject to the limitations and procedures set forth below.

30 Day Return Period

You may return an item purchased from BECS Pacific LTD for any reason up to 30 days from the original Invoice date, provided that the item has not been installed and is in "the same" or "brand-new" condition as purchased. 15% restocking fee will be assessed.

Return Merchandise Authorization

To return an item, you must first request a Return Goods Authorization (or "RGA") number. To obtain an RGA number, please call the phone number at the top of your original invoice, to speak with one of our Customer Service Representatives and provide them with the following information: original invoice number; part number; serial number (if applicable); quantity; reason for the return with as much detail as possible; and any other relevant information that will help us process the return with speed and accuracy. RGA numbers will only be issued to current customers if applicable.

Unauthorized Returns

Items returned to BECS Pacific LTD without prior authorization will not be processed. BECS Pacific LTD will not be responsible for unauthorized returns.

Restocking Fee

All returns may be subject to a 15% restocking fee.

Return Shipping Procedures

Please carefully box the item to be returned and clearly print the RGA number, if supplied, on the outside of the shipping box. Please add the RGA number, if supplied, to the packing slip and place it inside the box. The item must be shipped to BECS Pacific LTD with all shipping costs/duties prepaid. Freight collect shipments will be refused. You may be required to provide a tracking number for proof of delivery in the event is needed.

Return of Defective Products

Items that do not function correctly or are flawed in a material way are considered defective. Manufacturer policies vary regarding product warranty and handling of defective items. Some defective returns may require manufacturer approval and, in certain cases, the manufacturer may require you to work directly with them to authorize the return. In the event that you purchase a defective item from BECS Pacific LTD, the Customer Service Representative will do everything in his or her power to ensure that the item is replaced as quickly as possible, subject to the guidelines of each manufacturer's policy. Please provide the Customer Service Representative as much detail as possible when requesting an RGA # for a defective item. Defective items will not be subject to the 15% restocking fee.

Non-Returnable Products

Special order items, replacement parts, items that have been installed, and obsolete or discontinued products are not eligible for returns.

Shortage Claims and Shipping Errors

Please carefully inspect all shipments upon receipt. If you have received fewer items than the quantity ordered or a different item from the one ordered, please contact Customer Service Representative so that we can provide you with the correct item(s) and/or issue an appropriate credit. Any shortage claims or shipping errors must be reported within three days from the receipt of the shipment.