



504 East 44th Street
P.O. Box 2008
Lubbock, TX 79408
Phone: (806) 747-3201 Fax: (806) 744-9424
Phone: (800) 692-4230 Fax: (800) 658-9590
Web: www.becknell.com

Dear Valued Customer,

We strive to make doing business with us as stress-free as possible. Below you will find an outline and further clarification of our RETURN POLICY and our ongoing commitment to customer service.

A Returned Goods Allowance (RGA) must be obtained from your sales representative or our Lubbock or Dallas office. RGA's must include the items to be returned along with a reason for returning the items. Items are NOT eligible for return if they were purchased longer than six months prior to the desired return date. We do not offer a lifetime product replacement return policy. Our products are classified with a 1 to 13 ranking system with 1 being the fastest moving and 13 being the slowest.

30 DAYS or less		= 0% restock fee
6 MONTHS or less...	class 1-6	= 15% restock fee
6 MONTHS or less...	class 7-13	= 35% restock fee

NO RETURNS AFTER 6 MONTHS

We cannot allow credit returns for:

- *Items cannot be heavily worn, rusted, damaged or marked on
- *Items must be in their original packaging and in good condition
- *Items must have been purchased by you from Becknell Wholesale
- *Special-order items are non-returnable with no exceptions
- *Customer is responsible for all return shipping expenses UNLESS it is our mistake
- *"Clearance" and "Discontinued" items are not returnable.

Things happen and we realize you may not be satisfied with your original purchase. Let us work with you to reach a fair and reasonable solution. We will absorb costs associated with our mistakes. If we shipped the wrong item or it is poorly packaged we want to make it right no matter what.

Defective merchandise returned for warranty consideration is a longer process and may take weeks / months. We return items to the manufacturer with a clearly stated reason and WAIT for a decision.

OUR GOAL is providing the kind of customer service that keeps customers like you returning. Please understand we *must* have guidelines that we do our best to implement fairly.

Please find our return policy on our company website www.becknell.com and on our sales counters. Lubbock Office 1-800-692-4230 or call our Dallas office at 1-800-458-9389.

We hope you have a positive experience when you wish to make a return.



April 20, 2023

Hardware, Farm Equipment
Farm Supplies, & Spray Equipment