

Our goal at Best Products is to meet each order with the highest level of customer satisfaction. To ensure a proper return or exchange, we've established guidelines to make the process quick and easy.

### **Damaged Shipments**

Please inspect your order **at the time of delivery**.

It is the responsibility of the customer to ensure that all items are accounted for and in proper order before signing for a delivery.

If your product is damaged during shipment, you have the option to refuse delivery. Should you choose to refuse delivery, please contact us at 516-352-2707 to arrange refund or replacement product to be sent to you. If only part of your order is damaged or lost during shipment, you may choose to accept the order. Please note the damage and contact us for replacement of damaged or lost items.

Any product returned according to these guidelines is eligible for refund. Any refund issued may be in the form of in-store credit or direct credit to the original method of payment, less any applicable restocking fees or credit card processing fees. Meaning if you purchase an ATM, and then decide you no longer need the ATM for whatever reason, you are still responsible for the credit card processing fee charged.

If you should receive a damaged ATM Machine, we will file any necessary freight claims and replacement requests from the carriers and manufacturers. To help in this process, please do not refuse shipment! Contact Best Products at 516-352-2707 **as soon as possible**. Do not dispose of any packaging or shipping documents. Pictures are required by the freight carriers for proof of shipping damage. Please take as many pictures as possible to document damage incurred during shipping. Email these pictures, along with an explanation of damages and a Sales or Invoice number to [info@bpsands.com](mailto:info@bpsands.com) and we will proceed with the damage claim.

### **Incorrect Shipments**

If you receive your order in error on our part, please contact us at 516-352-2707 **within 30 days** to arrange proper shipment of your order at no cost to you.

Any returns or exchanges made for reasons other than those listed above must be requested **within 30 days of original order** and are subject to applicable restocking fees and shipping and handling charges.

### **Returns and Exchanges**

You may request returns or exchanges within 30 days of the original date of order. The returned item must be new, unused in its original packaging. A restocking fee applies to all returns and exchanges as well as all applicable shipping and handling charges. ATM Machines are excluded and may not be returned or exchanged except in the circumstances outlined under Damaged Shipments or Incorrect Shipments above.

**Thank you for shopping at Best Products**