

## Return Policy

Customer satisfaction is of great important to BMT Designers & Planners, Inc. We have a **no refund, exchange only** policy. However, we will replace defective products within fifteen days of receiving notice.

**Defective Products:** Within fifteen (15) days of receiving your order, if any product proves to be defective; please contact us immediately. Please DO NOT ship the product back to us without contacting us first and receiving return instructions. After we receive the defective merchandise, we will ship back to you (at our expense) a non-defective replacement product. We will pay for the cost for shipping the new non-defective product.

If the packaging appears damaged on the outside, *please refuse to accept it from the carrier*, or please make sure when signing the shipper's proof-of-delivery slip, you include a note stating the package is or appears damaged. If you do accept a damaged shipment, please inform us *and* the carrier (UPS, FedEx, etc.,) immediately.

- We strive to provide fast processing and delivery for all orders. Most purchases are shipped within five business days of receipt of the order.
- Your credit card is charged when your order is shipped.