



23850 Commerce Park Road • Cleveland, Ohio 44122
 Tel. 800.399.4294 or 216.831.0480
 Fax 800.837.8973 or 216.831-1628
 E-Mail parts@bob-weber.com
 Web Site www.bob-weber.com

PARTS POLICY:

- ◆ All returns must be made freight prepaid within 15 days.
- ◆ All returns must have an RMA# -- call or email our offices for your RMA#.
- ◆ All returns are subject to a 20% restocking fee.
 (Minimum of \$25. - maximum contact BWI.)
- ◆ Defective parts will be replaced. Credit will be given only if BWI cannot replace the defective part.
- ◆ Special order parts are not returnable unless confirmed to be defective.
- ◆ Credit will not be given if our proprietary I.D. label has been removed!
- ◆ Items received without an RMA # are assumed to be exchange items and credit will not be given.
- ◆ If you have questions about returns, please call or email us before shipping.
- ◆ The BWI RMA FORM (below) must accompany all returns.

RMA FORM

(include this form with all returns)

Ship all returns to: **Bob Weber, Inc.**
 23850 Commerce Park Road
 Cleveland, Ohio 44122 U.S.A.

Check for reason item is being returned: (include RMA # on Defective/Damaged Parts or Credit items)

- Exchange Part Defective/Damaged Part Credit

RMA # _____ RMA# _____

Packing Slip # _____

Name/Company Name _____

Telephone _____ Email _____

THANK YOU FOR YOUR ORDER !