



601 Nalle Place • PO Box 939 • Culpeper, VA 22701 • Phone (540) 825-8334 • Fax (540) 825-2173

Bingham and Taylor Return Policy

We accept returned goods meeting the requirements below. No return accepted without prior written approval and a valid Return Material Authorization. All returns subject to inspection.

Excess material, overstock material, material ordered in error

- Return freight paid by Customer
- Return accepted for products shipped in the prior 12 months
- Stock cast iron products (meter frames and covers, valve boxes and components, curb boxes and components) no restocking fee.
- Combination products (Cast Iron/Plastic) 50% restock fee.
- No special-order items accepted for return or credit.
- No return on pipeline markers or protection sleeves.
- 50% restock on gas and water tools.
- All returns and credit subject to inspection.
- Goods returned in less than “like-new” condition are further subject to a reconditioning charge, reduced credit or no credit.
- Credits are subject to any cash discount terms taken and deducted from any rebate program.

Returned material due to Seller error

- All shipments must be inspected on delivery to verify quantity and check for damage. Claims for damages, shortages and errors must be made within one business week (5 working days) of receipt of shipment and noted on the freight company receipt. Claims for shortages or damage beyond this date will not be considered for either full or partial resolution.
- Seller will issue RMA and forward relevant shipping documents/information (prepaid by seller) to customer for return.
- Replacement orders will be processed within 48 hours of notice from customer and shipped in the earliest possible production window.
- Seller reserves the right to accept material return or request the Customer to scrap product.

Cancellations

- Special order products may not be cancelled without written notice and prior approval from Seller. Products cancelled without prior approval will be billed in full.