

RETURN MATERIAL AUTHORIZATION

Benford Tools, LLC
601 So. Ridgeway Dr.
Cleburne, Texas 76033-4601

FAX NO: 952-674-3393

Benford Tools does not accept Returns without a valid RMA Number.

Step 1 – e-mail or call us for an RMA Number per the following contact info:

office@benfordtools.com, Ph: 817.645.5320

Step 2 – Once you have received an RMA Number, simply print out page two of this form and fill in the appropriate information, along with your RMA number.

(Note: An RMA Number is only valid for 30 days from the date issued.)

Step 3 – Fax the completed form to: 952.674.3393

Please allow 7 to 10 days to process your refund. Depending upon your credit card company, it may take 30-45 days before you receive credit posted to your account.

If product is being replaced because of a defect, we will have your replacement product shipped out within 24 hours. And in most cases, it will arrive at your place of business or residence within 72 hours.

When returning product one should always use appropriate packaging materials as to prevent shipping damages. Benford Tools is not responsible for broken product due to shipping hazards and/or lost of stolen shipments. It is recommended that when returning a product that one can track the shipment for their personal assurances.

Please return the entire product to:

Benford Tools, LLC
Attn: Returns
601 So. Ridgeway Dr.
Cleburne, TX 76033-4601

And please, do not forget to include the following items:

1) For refunds we must have an original or copy of the purchase receipt. Refunds on product purchases must be made within 30 days from the date of purchase. RMA's issued after thirty days from the date of purchase are Null and Void, unless of course, the product is being returned per our one-year warranty coverage.

2) A completed copy of your RMA form w/RMA Number

