

BART® – Product Warranty Policy



General Warranty Policy

Barton strives to insure that customers are satisfied with the quality and performance of our products. If our products do not meet the warranted performance expectations, Barton will repair or replace the product at our expense.

BART® Warranty

Barton warranties BART performance and workmanship defects for a period of 90 days from date of purchase.

How to Place a Warranty Claim

You may contact any representative of the company via phone or email to initiate a warranty claim.

In order for Barton to adequately review and investigate a warranty issue, we ask that you report the problem to us immediately upon discovery and that you provide as much detail as possible. Specifically, we ask that you provide the following information:

1. The name of your company.
2. Your company's purchase order number.
3. The specific product for which you are making a warranty claim.
4. A detailed description of the problem. Whenever possible, please include pictures that show the problem.

Barton takes all warranty claims seriously. Complete information will help us expedite our review and prevent issues of a similar nature from occurring in the future.

- In the case of a defective or damaged product, we ask that you isolate the product and await our instructions for disposal or return.
- In the case of an issue related to product delivery (for example, product damage or shortage), please document the issue on the bill of lading at the time of receipt. The delivering carrier as well as a representative from your company must sign the document before the driver is released.

Our Response to Your Claim

Customers are Barton's priority. Our first action will be to work with you to minimize any disruptions to your operations. Our second action will be to initiate an investigation with the goal of determining a root cause and corrective action for the problem.

Returns Authorization

An authorization to return any product to Barton must be obtained prior to shipping the product. Barton will not accept a product returned without prior authorization. To obtain an RMA (returned material authorization) please contact your Regional Sales Manager or a Barton Inside Sales Representative at 800-741-7756. A copy of the RMA will be sent to you and must accompany the returned product.

Warranty Claims

Product being returned for warranty purposes must have a RMA issued prior to return.

Barton will arrange the return shipment, or the customer can arrange their own freight. All products returned under a warranty claim must be adequately packaged and shipped to the address provided on the RMA. If the issue is covered by the warranty and the customer has arranged the freight, the customer will be issued a credit for the shipping charges.

Products found to be defective within the 90 day warranty period will either be replaced or a credit will be issued for the defective product.

Limitation of Remedies

Replacement of the product as set forth in this warranty shall be customer's sole and exclusive remedy for any defect or nonconformity affecting quality or performance. Barton shall not be liable for any damages, whether considered direct, indirect, consequential, incidental, punitive or exemplary in nature. This includes, without limitation, any damages for delay, lost revenue or profits, business interruption or interference, loss of productivity or use, loss of opportunity, damage or injury to person or property, diminution in value, or diminution in reputation.

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