

Birch Equipment Website Return Policy

If you are not fully satisfied with your purchase, you may return or exchange unused merchandise at any Birch Equipment store, or by mail with the original sale receipt, within **30 days of purchase**.

Please note, defective or damaged merchandise can only be returned or exchanged if it's unused and with authorization from Birch Equipment's corporate office. Merchandise purchased at a store can only be returned to a store. Your return may be subject to a restocking fee of 15%. These fees will be deducted from your refund. Return shipping fees that you incur will not be reimbursed.

****All fall protection items (safety harnesses, lanyards, etc.) must be unopened and returned in original packaging in order for us to accept the return. Refunds will not be given for opened and/or used fall protection items.**

Credit Card Refunds

Once we receive your return in our warehouse, we'll credit your account within 14 business days and it will show on your next statement depending on the issuing bank and/or billing cycle. In the event there is no receipt showing a credit card was used or the credit card is not available, Birch will issue an in-store credit in the form of an in-store credit or Gift Certificate.

Contact Info:

Birch Equipment
Po Box 30918
Bellingham, WA 98228
info@birchequipment.com
360-734-5744

Store Locations:

Anacortes	Bellingham	Mt Vernon	Sitka
8876 S March Pt Rd	1619 Kentucky St	2609 Old Hwy 99	210 Jarvis
Anacortes, WA 98221	Bellingham, WA 98229	Mt Vernon, WA 98273	Sitka, AK 99835
360-293-7788	360-734-5717	360-428-7788	907-747-5315

NOTE: For your protection, we suggest sending your return via insured parcel post or other traceable method. Shipping fees are not refundable and return shipping charges must be paid by customer. We cannot accept C.O.D. packages. Please allow 3 weeks for us to process your return. Birch Equipment is not responsible for returns until they are received in our warehouse.

Two Easy Ways to Return

1. To Make a Return at Any Store

Please bring...

The item to be returned.

The original receipt or the original packing receipt.

One form of personal identification and the credit card used for the original purchase.

2. To Make a Return to Birchequipment.com

Box up the item with all original packing.

Enclose a completed return form. (see below)

To be completed and placed in box.

* required information

*First Name _____

*Last Name _____

*Phone Number (_____) _____

Email Address _____

Order Number _____

Item Returned

*Item Number(s) _____

*Description(s) _____

Reason for Return: _____

Returns for items purchased online may be returned to:

Birch Equipment Rental and Sales

Attn: Returns

1619 Kentucky Street

Bellingham, WA 98229