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Shipping and Return Policy	Pages: 1

Bascom Maple Farm ships retail and bulk packages both domestic and international shipping. Business days are Monday through Friday and on non-government observed holidays. The customer has thirty (30) days after shipping date to contact Bascom Maple Farms Inc. if they have not received product. After thirty days Bascom Maple Farms Inc. is no longer responsible for the product that was not received.

Damaged products must be identified, reported, and refused at time of delivery. Documentation of complaint will be e-mailed to orders@bascomfamilyfarms.com and rkendall@bascomfamilyfarms.com. Bascom Bill of lading require that any damage be reported to Ron Kendall, Bascom's freight expeditor.

Required documentation for damages include: pictures of damage, detailed description, including measurements of damage and damage at time of delivery or attempted delivery must be noted by the receiver on official trucking documents Bill of Lading and Proof of delivery. Damage noted elsewhere is not accepted. The truck driver must note the shipment is damaged and sign for it being damaged.

Returns not refused at time of delivery by the customer must have prior approval and an RMA number or the return will be refused when it arrives at the Bascom's dock. To receive RMA number e-mail orders@bascomfamilyfarms.com.

Prior to arrival of return goods arriving at Bascom Maple Farms Inc. freight expeditor will start e-mail notification to quality, finance and sales pending return product. All product returns require a Return Merchandise Authorization (RMA) number, to be assigned by sales customer service. All RMA's expire 60 days from issue. Upon arrival of returned product at Bascom Maple Farms Inc. shipping receiving personnel receiving the product will place product in the identified hold area. The shipping manager/designee receiving team will complete the documentation 6.3.605 Returned Items form with all information applicable completed.

The 6.3.605 Returned Items form should be scanned to quality manager/finance along with any shipping paperwork that came with the product. The quality department will assign an orange 1.3.383 Quality Hold Tag, or designate shipping associate to put hold tag on product.

All returned goods to Bascom Maple Farms Inc. will be inspected within two business days. A credit will be issued upon receipt and inspection of return. Under no circumstance will a credit be issued at the time the RMA is issued. Product must be returned to and inspected before a Credit Memo is issued to the account. Poorly repackaged products are highly likely to be damaged during the return and thus credit denied.

The customer is responsible for all shipping charges on returns and exchanges unless the return or exchange is due to an error made by Bascom Maple Farms. Customer to provide Bascom Maple Farms with Carrier, a PRO# and estimated date of arrival.

A minimum of 20% restocking fee will be added to any returns, unless the return or exchange is due to error made by Bascom Maple Farms or damage by the carrier selected by Bascom's. All returns must be in original packaging free of any markings or stickers and in good/original condition.

If a cancellation is placed after the order shipped, it is up to the customer to refuse the product or return to Bascom Maple Farms Inc. This will also result in a minimum of 20 % restocking fee and customer is responsible for the returned freight costs. All credits will be issued after receipt and inspection of the return.

Customers who have arranged their own freight (customer routed) own the product once it is loaded onto the truck. If there is damage during transit, Bascom Maple Farms is not responsible.