



**SAFARI**  
BELTING

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## Return Policy

## Return Policy

Safari Belting Systems, Inc. understands that sometimes products do not fit the needs of our customers, for one reason or another. Therefore, when returning products, we ask that you follow the steps outlined below.

### Contact Customer Service

Many problems can be resolved by Safari Belting technical support. Please call 888-662-6611 or email [info@safaribelting.com](mailto:info@safaribelting.com) for support. If technical support does not resolve the problem, a return may be the solution.

### Return Goods Authorization (RGA)

1. Email or call Safari Belting [info@safaribelting.com](mailto:info@safaribelting.com) or 888-662-6611.
2. Provide your Safari invoice number.
3. Shipping and Handling charges are not refundable.
4. **Returned product must be in "Like New" condition in order to be eligible for credit. Custom Orders are not eligible for return/credit unless specifically authorized by a member of the Safari Belting management team.**
5. *Important – An RGA is NOT a credit and cannot be applied to your account.* A credit memo will be issued upon Safari Belting's acceptance of the return. CREDIT MEMOS ARE VALID FOR 6 MONTHS FROM DATE OF ISSUE, NO EXCEPTIONS.
6. Product that has been stored improperly (including but not limited to the following: UV exposure, extreme temperatures, weather, soil, bacteria/pathogens) will not be accepted for return/credit.
7. To prevent damage during shipping, pack products securely in an external carton. Safari recommends using a carrier that has a reliable tracking system (i.e. FedEx, UPS). Product damaged during shipment will not be accepted for return/credit.
8. Include a copy of your invoice AND the Safari Belting RGA with your return.

### Restocking Fee

A 35% restocking fee will be assessed against all accepted returns, unless written waiver is issued by a member of the Safari Belting management team.

### Limitation of Liability

Safari Belting reserves the right to make changes to products without notice to improve performance or to accommodate changes in the industry. Safari Belting warrants products of its own manufacture for a period of one year, from date of shipment, to the extent that Safari Belting will repair or replace any products of faulty material or defective workmanship proven under normal use or service.

Prior to installing, aligning, cleaning, lubricating or performing maintenance on any conveyor belt, sprocket or system, consult the federal, state and local regulations in your area regarding the control of hazardous material.

Safari Belting Systems does not warrant that the design and/or operational function of any machine that incorporates and/or intends to incorporate Safari Belting Systems products, conform to any local, state and/ or federal regulations and standards relating to public safety, worker safety, safety guards, sanitation safety, fire safety, or any other safety regulations.

ALL PURCHASERS AND USERS SHOULD CONSULT THEIR APPROPRIATE LOCAL, STATE AND FEDERAL SAFETY REGULATIONS AND STANDARDS.

## Notice

Safari Belting Systems is specifically not responsible for property damage and/or personal injury, direct or indirect for damages and/or failures caused by improper machine design, application, installation, operation, abuse and/or misuse of its products.

## Warning

Safari Belting products are made of plastic and can burn. If exposed to an open flame or to temperatures above specifications, these products may decompose and emit toxic fumes. Do not expose Safari Belting Systems conveyor belting to extreme temperatures or open flame.

## Maintenance

Prior to installing, aligning, cleaning, lubricating or performing maintenance on any conveyor belt, sprocket or system, consult the federal, state and local regulations in your area regarding the control of hazardous/ stored energy.

## Contact Information

For further information regarding the installation, use and maintenance of Safari Systems products, please contact us at:

Safari Belting Systems, Inc.

220 N Mahaffie

Olathe, Kansas 66061

USA (888) 662-6611

[info@safaribelting.com](mailto:info@safaribelting.com)

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