



**Briess Malt & Ingredients, Briess Industries, Inc.
dba: Better Brewing**

CUSTOMER RETURN POLICY

OUT OF SPECIFICATION – Our mission is to ship high quality, consistently performing product to our valued customers. If for some reason, a customer believes that the product they received is not in compliance; Briess may request that a sample be sent to our laboratory in Chilton, Wisconsin for evaluation and testing.

The product in question will be analyzed and compared against retain samples to verify if product is within specification. If product is out of specification, Briess will decide as to product disposition and full credit will be given to the customer *including freight charges*. Typically, this determination will be made within five working days from the receipt of the returned sample.

WRONG PRODUCT- Incorrect or mis-shipments should be reported to us at orders@betterbrewing.com upon receipt. Better Brewing will take appropriate action immediately to correct the problem.

RETURNED GOODS - The customer has full responsibility for Briess product that is held beyond the “best if used by date” for any reason including ordering excess. If a request to return Briess product that is determined to be within specification, and product is within thirty (30) days from the date of shipment from Briess, the customer must contact Briess for approval. Merchandise that is returned and is saleable will be credited after inspection at 80% of the purchased price. The 20% reduction is a restocking charge.

Saleable product is defined as product that is received at Briess in good condition and can be resold “as is” without repackaging or altering in any way. Product that has been altered or written upon (Totes, Drums, Bags, Pails, etc.) or shows signs of poor storage or handling (tears, marks, dirt, water marks, damage, etc.) or anything else that deems it to be unsaleable in the current condition, will not receive credit.

A Return Goods Number will be assigned and will remain attached to the product that is returned. The customer is responsible for arranging with their carrier to return authorized product back to Briess. Any other costs associated with the return to Briess will be the customer’s responsibility. The customer should be aware that damage by the customer’s carrier is their responsibility and that Briess will reject damaged or unsaleable product at our dock.

REJECTION OF PRODUCTS - Rejection of Products. All claims for damage in shipment shall be made to carrier not Seller. All claims for errors or shortages shall be made in writing to Seller within a period of 10 days after the Product is delivered to Buyer. Failure to make such claim within such period shall constitute an irrevocable acceptance of the Products and an admission by Buyer that the Products fully comply with all terms,

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conditions, and specifications of this Agreement.

For further support please contact us at info@betterbrewing.com.