



Return Policy and Procedures

In-Warranty Products & Parts

Professional technical support for Beam Labs products is available by calling (888) 323-9782. In the event Beam Labs technical service cannot resolve a product issue, Beam Labs will accept the return of a defective product that is still under warranty.

To initiate a warranty return, a Returned Goods Authorization (RGA) must be obtained by calling (888) 323-9782 or by sending an email to support@beamlabs.io.

The following information must be provided:

1. Customer's Name
2. Customer's Contact Name
3. Customer's Shipping Address
4. Customer's Telephone Number and email address
5. The Item or Models Number(s) of the items being returned
6. The Quantity of each item being returned
7. Brief description of the defect of each item returned

A Beam Labs issued RGA document must accompany the returned product. The RGA number must be written on the carton(s) in which returned product is shipped. All items must be returned freight prepaid to the Beam Labs return center indicated on the RGA. Returns received without proper authorization may be refused. Beam Labs will not be responsible for any items returned without proper authorization or identification.

Small parcel returns (returns of less than 75 lbs.)

Customers must contact Beam Labs Tech Service Department and a return shipping label will be provided. An RGA will be included via email with link to the return shipping label.

Large parcel returns

The Returned Goods Authorization (RGA) obtained by calling (888) 323-9782 or by sending an email to support@beamlabs.io will include a shipping recommendation. The customer can elect to contract a carrier for the return or have a Beam Labs contracted carrier pick up warranty return items for return to the designated return facility. Credit will not be issued for any out-of-warranty and non-defective products. Freight costs will be deducted from the Customer's total credit due. Return goods shipped collect to Beam Labs will be refused and returned to the Customer at their expense.

Beam Labs will inspect the return goods and issue appropriate credit. Beam Labs reserves the right to repair return products received or replace with new or reconditioned product.

Out-of-Warranty Products & Parts

Credit or replacement will not be issued for out-of-warranty product or replacement parts. Out-of-warranty products will not be authorized for return.

Non-Defective Returns

Unopened, standard Beam Labs brand finished goods and replacement parts may be returned for credit within ninety (90) days of invoice date. All standard products returned for credit must be received within ninety (90) days of invoice date and in new, unused condition in original unopened cartons. Non-defective returns will not be accepted on promotional products. An RGA must be obtained prior to returning the product. All products approved for credit must be returned freight prepaid. A 25% restocking charge will be deducted from the credit amount. Unless the Customer uses, and pays for the return shipping, the cost of shipping will be deducted from the credited amount. No returns will be accepted if shipped collect to a Beam Labs return facility. Items received without proper authorization and identification will be returned to the Customer at their expense.

Returns due to Shipping Errors

If a shipping error is made, the Customer must notify Beam Labs within five (5) business days of product receipt. If applicable, a Returned Goods Authorization (RGA) with return instructions will be issued and a replacement shipment created. Beam Labs will assume all costs and risks for the product being returned due to errors attributable solely to Beam Labs.