

Blue Diamond Attachments

Return Material Authorization

Terms & Conditions

Effective January 1, 2026 • For Authorized Blue Diamond Dealers

1. Overview

This document governs all Return Material Authorization (RMA) transactions between Blue Diamond Attachments (BDA) and its authorized dealer network. It establishes the terms under which parts, components, and whole goods may be returned, the conditions required for credit issuance, and the obligations of both parties. All RMA activity is subject to these terms. In the event of a conflict between this document and any other communication, this document controls.

2. Definitions

RMA	Return Material Authorization. A unique authorization number issued by BDA that must accompany all returned goods.
PSR	Product Support Representative. A BDA employee with authority to approve and process RMA requests including labor credits.
KAM	Key Account Manager. A BDA territory representative responsible for managing dealer relationships and coordinating 90-Day Satisfaction Guarantee reviews.
Defective Part	A part that has failed due to a manufacturing or materials defect under normal, intended use.
Warranty Exchange	The process by which BDA ships a replacement part to a dealer and receives the defective part in return before issuing credit.
Net Invoice Price	The amount invoiced to the dealer for the replacement part, net of any applicable discounts.
Covered Amount	The maximum labor credit BDA will issue for a specific repair job, as defined in the Labor Rate Schedule in Section 7.
In Transit	A returned item that has been picked up by the carrier and for which tracking information is available confirming shipment prior to RMA expiration.

3. General RMA Requirements

The following requirements apply to all returns regardless of return type.

- Every return starts with an RMA number. Contact your PSR to get one before you ship anything. If a return arrives at BDA without a valid RMA number, we will send it back to you at your expense.
- RMAs are issued by your Blue Diamond Product Support Representative. Reach out to your PSR or email warranty@bdattachments.com to get the process started.
- Put your RMA number on the outside of the shipment and on the bill of lading. Include a copy of your RMA form inside the box or on the pallet. This helps us process your return quickly and accurately.
- Ship to the address on your RMA form. If the address has changed or you are unsure, confirm with your PSR before shipping. Returns that land at the wrong location cause delays and may be rejected.

- Condition matters. Make sure the item you are returning meets the condition standard for your return type, as described in Section 6. If it does not, your credit may be reduced or the return may be rejected.
- We can only accept returns on parts and products originally purchased from Blue Diamond Attachments. If the item came from a third-party seller, auction, or dealer-to-dealer transaction, it is not eligible for return.
- Parts that have been discontinued are not eligible for return. If you are unsure whether a part is discontinued, your PSR can check before you ship.

4. RMA Expiration

All RMAs carry a 30-day validity period. The event that starts the clock depends on the return type.

4.1 Warranty Exchange Returns

The 30-day validity period begins on the date of confirmed delivery of the replacement part to the dealer. BDA will reference carrier tracking records to establish the delivery date.

4.2 All Other Return Types

For standard returns and 90-Day Satisfaction Guarantee returns involving goods the dealer already has in possession, the 30-day validity period begins on the date the RMA is issued by BDA.

4.3 In-Transit Rule

An RMA is considered honored as of its expiration date if the return shipment is in transit — meaning the carrier has taken possession of the goods and tracking information confirms pickup — on or before the expiration date. The physical arrival of goods at BDA after the expiration date is acceptable under this condition.

4.4 Lost or Damaged in Transit

Once a return shipment is in the carrier's hands, BDA is not responsible for loss or damage that occurs in transit. If your return is lost, no credit will be issued. You are responsible for filing the carrier claim, and BDA will provide supporting documentation upon request.

If a returned item arrives at BDA damaged, the credit issued will reflect the condition of the item as received — not its condition when it left your facility. Pack returns carefully. Inadequate packaging that results in transit damage is the dealer's responsibility.

For rules governing freight damage on shipments BDA sends to you, refer to the Freight Damage and Concealed Freight Damage section of the BDA Warranty Policy at bluediamondattachments.com/warranty-policies.

4.5 Expired RMAs

RMAs are non-renewable. Once the 30-day validity period has lapsed and the return is not confirmed as in transit, the RMA is closed permanently. Blue Diamond will not issue a replacement RMA for the same goods, and no credit will be issued under any circumstance. There are no exceptions to this policy. If a dealer believes their return qualifies under the in-transit rule in Section 4.3, they must provide carrier tracking documentation to their PSR immediately. Undocumented claims of timely shipment will not be accepted after the fact.

5. Return Types

5.1 Warranty Exchange

Overview

A Warranty Exchange is initiated when BDA approves a warranty claim and ships a replacement part or assembly to the dealer. The defective item must be returned to BDA before credit is issued. This is not a prepaid credit — the dealer is invoiced for the replacement at the time of shipment and the invoice remains due unless and until the defective part is returned and verified to be in the condition in which it was expected to arrive.

Process

- BDA reviews the warranty claim and, if approved, creates a sales order for the replacement part simultaneously with the RMA for the defective part.
- The replacement part ships to the dealer. The dealer is invoiced at net 60-day terms.
- A return label is included with the replacement shipment.
- The dealer installs the replacement part, removes the defective part, and uses the provided return label to ship the defective part back to BDA.
- Upon receipt, inspection, and verification of the condition of the defective part, BDA will issue a credit equal to 100% of the net invoice price of the replacement part, including any freight charges invoiced to the dealer.
- Credit is issued within 10 business days of receipt and inspection.

Non-Return Consequence

If the defective part is not returned within the 30-day validity period, no credit will be issued. The dealer's invoice for the replacement part remains due and payable under standard terms. BDA will not issue credit retroactively for parts returned after expiration without explicit written authorization from BDA management.

Freight

BDA provides a prepaid return label with each warranty exchange shipment. For smaller components, this will be a UPS label. For units requiring freight (LTL) shipment, the dealer must contact their PSR or email warranty@bdattachments.com to arrange pickup when the return is palletized and ready. The dealer must provide their dock hours and reference their RMA number when scheduling.

Condition Requirement

Warranty return parts are expected to be in used condition reflecting normal service removal. However, any hydraulic motor, hydraulic cylinder, or hydraulic component that has been disassembled will be deemed ineligible for warranty credit. Disassembly of a hydraulic component voids the warranty claim and no credit will be issued. See Section 6 for full condition requirements.

5.2 Standard Return — BDA Shipping Error

Overview

If we shipped you the wrong item, sent an incorrect quantity, or a part arrives defective straight out of the box, we own it. Contact your PSR and we will issue an RMA and a prepaid return label. There is no restocking fee and no time pressure on your end — just let us know and we will get it corrected.

Credit

Once the incorrect or defective item is back at Blue Diamond and confirmed, we will credit your account at 100% of your original net invoice price, including any freight costs you incurred. Credit is issued within 10 business days of receipt.

How to Initiate

Contact your PSR directly or email warranty@bdattachments.com. Reference your original order or invoice number. Your PSR will issue the RMA and coordinate the return shipment.

5.3 Standard Return — Dealer or End User Error

Overview

Applies when a dealer or end user ordered an item in error, an end user cancelled an order, or a dealer needs to return stocking inventory for reasons not attributable to BDA.

- A 20% restocking fee applies as a minimum. The actual fee may be higher depending on the condition of the returned item as determined upon inspection.
- The dealer is responsible for return freight. Freight costs will not be credited.
- Items must be unused, in original packaging, and in new, resalable condition. Items that do not meet this standard will be subject to additional deductions or rejection.
- The dealer will be notified of the final credit amount, including any deductions, before the credit is finalized.

5.4 90-Day Satisfaction Guarantee Return

Overview

Blue Diamond offers end-users a 90-Day Satisfaction Guarantee on attachments that are properly matched to their intended application and operated within published specifications. If the end user believes the attachment does not perform as advertised under correct application and use, they may initiate a return through their dealer.

Eligibility

- The attachment must have been used in its correct and intended application as specified in BDA product documentation and marketing materials.
- The claim must be initiated within 90 days of the original purchase date.
- All guarantee returns require approval by Blue Diamond Management prior to any return or credit being issued.

Process

- The end user contacts their dealer to initiate the claim.
- The dealer contacts their Blue Diamond Key Account Manager to arrange inspection, situation review, and the approval process.
- BDA Management reviews the claim. Approval decisions are made at BDA's discretion. No defined turnaround time is guaranteed, though BDA will communicate status to the dealer's KAM.
- If approved, the dealer coordinates the return. BDA can arrange return freight; the cost will be deducted from the credit. Alternatively, the dealer or end user may arrange prepaid freight at their own expense.

Credit

Upon receipt and inspection of the returned attachment, BDA will credit the dealer their cost on the attachment. The following will be deducted from the credit before issuance:

- The cost of any wear parts requiring replacement, including but not limited to cutting edges, teeth, seals, and wear plates.
- The cost to repair any damage discovered upon inspection.

The dealer will be notified of any deductions before the credit is finalized.

Exclusions

The 90-Day Satisfaction Guarantee does not apply in the following situations:

- The attachment was used outside its intended application or operated in a manner inconsistent with published specifications.
- The attachment was used for a task not advertised or documented by BDA.
- The attachment sustained damage, regardless of cause. Damage findings at inspection supersede dissatisfaction claims. Claims of dissatisfaction that are found at inspection to involve damage will be redirected to the warranty process if applicable.
- The product was ordered in error by the dealer, or the dealer cannot resell the item.

6. Return Condition Requirements

Condition requirements vary by return type. BDA inspects all returned items upon receipt. Items that do not meet the applicable standard are subject to credit reduction or rejection.

Condition Standard	Condition Standard
Warranty Exchange	Used condition reflecting normal service removal is acceptable and expected. Hydraulic motors, cylinders, and hydraulic components must not be disassembled. Disassembly voids the warranty claim and no credit will be issued.
Standard Return — BDA Error	Parts must be in original packaging, unused, and in new, resalable condition. No dealer-applied labels or markings.
Standard Return — Dealer / End User Error	Parts must be in original packaging, unused, and in new, resalable condition. Items not meeting this standard are subject to additional deductions beyond the standard 20% restocking fee, or rejection.
90-Day Satisfaction Guarantee	Returned as-is. BDA will inspect upon receipt. Deductions for wear parts and damage will be applied before credit is finalized. Dealer is notified before credit is issued.

7. Labor Credits

BDA may issue labor credits to dealers in connection with approved warranty claims. Labor credits are not issued independently; they must be tied to an active, approved warranty claim.

Authorization

Labor credits are approved by PSR's. No management escalation is required unless the claim falls outside the scope of the Labor Rate Schedule below.

Submission Deadline

Labor reimbursement claims must be submitted to BDA for approval within thirty (30) days of the date the repair work is completed by the dealer. Claims submitted after this 30-day window will not be processed.

Required Documentation

The following information must be submitted to the PSR to support a labor credit request:

- Job order number
- Technician name
- Hours worked
- Scope of work performed

Labor Rate Schedule

BDA reimburses labor at a rate of \$105.00 per hour. Covered jobs and maximum covered hours are defined in the table below. Hours claimed in excess of the covered amount will not be credited without prior PSR approval.

This schedule covers the most common warranty repair jobs. Jobs not listed should be discussed with your PSR before work begins. BDA will not retroactively approve labor for unlisted jobs without prior authorization.

Job / Repair Description	Covered Hours	Labor Rate	Covered Amount
Replace Piston Motor (Severe Duty Cutter)	4	\$105	\$420
Replace Standard Flow Motor (HD / ED Cutters)	2	\$105	\$210
Replace Hydraulic Cylinder	1	\$105	\$105
Replace High Flow Motor (ED Cutters)	3	\$105	\$315
Replace Cold Planer Motor	2	\$105	\$210
Replace Auger Drive Motor	2	\$105	\$210
Replace Blade Carrier (Any Cutter)	6	\$105	\$630
Repair Seals on Stump Grinder	4	\$105	\$420
Change Bearings — Rototiller, Broom, or Power Rake	3	\$105	\$315
Change Motor & Planetary on Auger	3	\$105	\$315
Replace Rototiller Motor	2	\$105	\$210
Brush Cutter Gusset Repair	2	\$105	\$210
Replace Brush Cutter Relief Valve Block	2	\$105	\$210
Replace Pickup/Angle Broom Motor	2	\$105	\$210
Weld C-Shape Shims to Universal Skid Steer Mount	2	\$105	\$210
Replace Hydraulic Cylinder	1	\$105	\$105
Replace Power Rake Motor	2	\$105	\$210
Replace Swing Arm Brush Cutter Motor & Bearing Housing	5	\$105	\$525

8. Non-Returnable Items

The following items are not eligible for return under any return type or scenario:

- Used parts, except for parts being returned under an approved Warranty Exchange RMA.
- Lubricants of any kind.
- Seal kits that have been opened or where installation has been attempted.
- Rubber tracks that have been used.
- Any item returned without a valid, unexpired RMA number.
- Parts purchased from a source other than Blue Diamond Attachments.
- Discontinued parts.

If a non-returnable item arrives at BDA without prior written authorization, BDA will not issue credit for it. We will also not ship it back unless you tell us in writing that you want it returned at your expense.

9. Freight Responsibility Summary

The table below summarizes freight responsibility by return type. For LTL warranty returns, the dealer must contact their PSR or email warranty@bdattachments.com to schedule pickup. Dock hours and RMA number must be provided when scheduling.

Return Type	Outbound Freight (Replacement)	Return Freight	Restocking Fee
Warranty Exchange	BDA ships replacement; invoiced net 60	BDA provides return label (UPS or LTL)	None
Standard Return — BDA Error	BDA ships correct item	BDA pays return freight	None
Standard Return — Dealer / End User Error	N/A	Dealer prepays return freight	20% (minimum)
90-Day Satisfaction Guarantee	N/A	BDA arranges (deducted from credit) or dealer/end user prepaid	None (wear & damage deducted at inspection)

For UPS warranty exchanges, the return label is included in the replacement shipment. For LTL exchanges, contact your PSR when the return is palletized and ready.

10. Inspection and Credit Determination

All returned items are inspected by BDA upon receipt. BDA's inspection findings are final with respect to condition, credit eligibility, and deduction amounts. The following applies:

- **Warranty Exchange:** If the returned part is found to have been disassembled, the warranty is voided and no credit will be issued. Parts with damage consistent with normal service removal will be accepted.
- **Standard Returns:** Condition is verified against the applicable standard. Restocking fees and deductions are assessed based on actual condition found at inspection, not on the dealer's representation at the time of return.
- **90-Day Satisfaction Guarantee:** Wear parts and damage are costed and deducted from the credit amount. The dealer is notified of the deduction breakdown before the credit is finalized.
- In all cases where a deduction or rejection results from inspection, BDA will notify the dealer's PSR contact before the credit is posted.

11. Credit Issuance

- Credits are issued within 10 business days of receipt and inspection of the returned goods.
- Credits are applied to the dealer's BDA account.
- Credits are not transferable and may not be applied to accounts other than the dealer account associated with the original purchase.
- BDA reserves the right to apply outstanding credits against amounts owed by the dealer to BDA.

12. Contact Information

For all RMA inquiries, warranty questions, and labor credit requests, contact your Blue Diamond Product Support Representative directly. For LTL return scheduling and warranty questions:

Contact	Details
Warranty & Returns	warranty@bdattachments.com
Phone	1-888-376-7027
Return Address	4512 Anderson Road, Knoxville, TN 37918

This document supersedes all prior RMA terms and conditions communicated by Blue Diamond Attachments. Terms are subject to change; the current version governs all active RMA transactions as of its effective date.