



BARTON Product Warranty Policy

General Warranty Policy

Barton International (Barton) strives to ensure that our customers are 100% satisfied with the quality and performance of our products. If our products do not meet the warranted performance expectations, Barton will repair or replace the product at our expense.

BARTON Abrasive Products Warranty

Barton warranties abrasive product performance and processing defects for a period of 90 days from date of purchase.

- In the event of a quality issue, please report the problem immediately upon discovery.
- In the case of a quality issue related to product delivery (for example damage or shortage, etc.), please note the problem on the BOL and sign it prior to releasing the driver.
- Whenever possible, please send pictures showing the problem to assist with our investigation.

We take all quality issues seriously, and complete information will help us expedite our review.

Returns Authorization

An authorization to return any item to Barton must be obtained prior to shipping the product. Barton will not accept an item returned without prior authorization. To obtain an RMA (returned material authorization) please contact your Regional Sales Manager or Inside Sales Representative at 800-741-7756. A copy of the RMA will be sent to you and must accompany the returned product.

Warranty Claims

Product being returned for warranty purposes must have an RMA issued prior to shipping, and Barton will arrange the return freight carrier. The product will be carefully inspected upon receipt. Products found to be defective within the 90-day warranty period will either be replaced, or a credit will be issued for the defective product. All products being returned under a warranty claim must be adequately packaged and shipped to the address provided on the RMA.