



# REALLY BIG CRANE COMPANY RETURN REQUEST FORM

Please review our full return policy and complete the form below to begin the return process.

## Step 1: Review the RBCC Return Policy

### RBCC Return Policy (<https://bigcranes.com/warranty/>)

*Parts can be returned (UNUSED) within 30 days of purchase. Customers may be subjected to a 15% restocking fee if parts are not returned within 30 days. Unused parts can not be returned after 60 days. Customers must contact [parts@bigcranes.com](mailto:parts@bigcranes.com) to receive an RMA number and begin the return process. Failure to do so may result in a delay of credit or no credit at all.*

*Any damages or shortages on parts shipments need to be reported to RBCC within 10 days. The Really Big Crane Company (RBCC) will not be responsible for any missing or damaged parts after this time period.*

*RBCC may also deem other parts as non-refundable at any time, such as:*

*Special or custom ordered parts  
Used parts*

### Warranty Policy

*RBCC warrants all components in new machines to be free of defects in materials and workmanship for the periods listed below:*

*365 days from the date of invoice for electronic components*

*90 days from the date of invoice for all other components*

*RBCC shall not be obligated to furnish a warranty request under the following conditions:*

*Equipment or parts have failed through normal wear and tear*

*Equipment has been subjected to unwarranted stress, abuse or neglect*

*Equipment has been damaged as a result of arbitrary repair/modification*

*Customers must contact RBCC directly via email or phone to place a warranty request. Please be prepared to provide a machine serial number and a detailed description of the issues with the part(s). Once warranty is processed, RBCC representatives will generate an RMA number. Your RMA number is crucial to tracking your return shipment of return parts. Once warranty is verified by the RBCC team and defective part(s) are received by Really Big Crane Company, the customer will receive a refund within 60 days of completion of verification and return process for warrantied parts.*

*RBCC will assume no liability whatsoever for costs associated with labor or travel time to replace defective parts. All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications.*

**Customer is responsible for all shipping charges.**

*RBCC distributors are independent, privately owned and operated. In their judgment, they may sell parts and/or accessories other than those manufactured by RBCC. We cannot be responsible for the quality, suitability or safety of any non-RBCC part or modification (including labor) that is performed by such a distributor.*



## Step 2: Complete All Information Below

Today's Date: \_\_\_\_\_

\*Where will you be shipping your part from? \_\_\_\_\_

*\*If you purchased your part from a distributor, please contact your distributor to complete the returns process.*

RMA # \_\_\_\_\_

Order # \_\_\_\_\_

Date Order was Placed: \_\_\_\_\_

Product(s) Name: \_\_\_\_\_

Quantity returned: \_\_\_\_\_

Reason for Returning:

- 1) Credit or refund
- 2) Exchange (original part sent was defective)
- 3) Swap with another part
- 4) Other

If other, please explain: \_\_\_\_\_

## Step 3: Return Your Part

**Return Parts to:** The Really Big Crane Company  
224 33rd Avenue South Waite Park, MN 56387

If you have any questions about your return, please contact the Really Big Crane Company Parts Department at: #800-457-8761 OR email [parts@bigcranes.com](mailto:parts@bigcranes.com)

You can also visit our website at <https://bigcranes.com>

I agree that I have fully read and understand the Really Big Crane Company return policy. I have provided accurate information on the details of my return and will send my return to the above address within 3-5 business days.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_