



Return Materials Authorization Policy

The Return Materials Authorization Policy stated below must be followed before attempting to return any Products to the Seller. Failure to follow the Return Material Authorization (RMA) procedures may result in the rejection or delay of Seller processing your return or the possibility that the receipt of the returned Product(s) are refused and returned to the Buyer, freight collect

Before Returning Products

1. A Return Material Authorization number (RMA#) must be obtained from Seller
2. Products must be adequately packaged to prevent shipping damage. Product to be returned to inventory must be in original, undamaged packaging.
3. All paperwork and each package must clearly indicate the RMA# otherwise the returned shipment will be refused and/or shipped back to the Buyer freight collect
4. All Product being returned must be shipped freight prepaid. Seller will not accept collect shipments.
5. Credit value, if there is any, is to be confirmed by Seller, including Seller charges. Seller charges may include restocking, testing, repackaging, freight and other applicable fees.

Products Returned for Credit

1. Must be unused and in the original Seller's packaging. Products must be adequately packaged to prevent shipping damage.
2. Only Standard Catalog Products currently stocked by the Seller, and invoiced within one year, can be returned for credit. The Seller reserves the right to refuse any Products returned for credit.
3. Standard Catalog Products are subject to a minimum 20% restocking fee plus transportation charges originally paid by the Seller.
4. Credit Issued = Invoiced product price - 20% restocking - freight charges paid by Seller.
5. Non-Stocked Catalog, Custom, Special (six digit) or built to order Products cannot be returned for credit under any circumstances. (Note: they may be returned for repair. See "Products Returned for Repair or Replacement".)
6. If the Products are determined to be defective because of a defect in material or workmanship and is in accordance with the current Seller's standard product warranty, Seller may replace, repair or credit, including appropriate transportation cost at Seller's discretion.
7. If the Products being returned for credit are determined to be defective because of customer error or under any of the "Warranty Exclusions - Limitation of Damages" policies as stated within the current Seller's standard product warranty, no credit will be issued. The returned Products can, at the Buyers request, be repaired or replaced at the Buyers expense. Buyer is liable for any transportation costs. (See "Products Returned for Repair or Replacement".)
8. Seller reserves the right to limit the number of Returns for Credit that a Buyer may execute in one year and impose blackout periods when returns will not be accepted.
9. No credit for raw materials of products scrapped at Seller will be offered by Seller.

Products Returned for Repair/ Replacement

1. Before returning any Products for repair/replacement, please contact the to obtain an RMA#.
2. If the products are under warranty, then the Products will be repaired or replaced at no charge and returned freight prepaid. Warranty is only with original Buyer of material.
3. If the Products are not under warranty, an estimate of the repair costs will be forwarded to the Buyer, at which time the Buyer can authorize one of the following within 30 days:



- a. The Buyer will authorize the repair and proceed to supply the Seller with a valid purchase order.
- b. The Buyer will authorize the Seller to replace the Products and proceed to supply the Seller with a valid purchase order.
- c. Request nothing be done and authorize the Seller in writing to return the Products to the Buyer, freight collect.
- d. Request in writing to the Seller that the unit be scrapped. No credit for raw materials of products scrapped at Seller will be offered by Seller.
- e. If after 30 days the Buyer does not specify an action, the unit will be returned at Buyer's expense and charged any appropriate evaluation, testing and shipping and handling fees by Seller.