

## RETURN POLICY AND PROCEDURES

Customer service will send you an RMA for the return please make sure that this **RMA number** is clearly **written** on the package or attached to the packaging for identification of the return. **If we get something back without an RMA it will be refused at the door.**

**DO NOT SEND RETURNS TO US “COLLECT”** If we are responsible for the freight of an item you must use our carrier for the return. A bill of lading will be provided by the customer service department.

- **OVERSTOCK/ ORDERED WRONG PART**
  1. We will take back an item for overstock if it is a standard item that can be resold as and is still in the original packaging only.
  2. A 15% restocking fee will apply to these items
  3. Customer is responsible for the freight of the returned goods.
- **SHIPPED WRONG PART**
  1. We will replace with correct part on a new invoice
  2. Credit on original error will be issued upon the receipt of the wrong item.
  3. **Please call customer service to get freight return “bill of lading”, this must be returned with our carrier only.**
- **REWORK ONLY**
  1. This must be cleared with the service technician and he/she will make arrangements for the item to be returned based on our production schedule.
  2. Customer is responsible for freight both ways unless deemed a warranty repair.
- **WARRANTY RETURN**
  1. You will be referred to the service technician and he/she will make arrangements for you to either get a replacement or have the unit fixed in the field.
  2. You will only be charged for replacement parts if we want to receive the defective item back, and an RMA will be issued at the same time to return the defective item to us.
  3. When we receive the defective part back you will be credited for the replacement invoice.
- **DEMO RETURN (refer to your “Demo Policy”)**
  1. Customer is responsible for all freight charges of returned goods.
  2. Upon receipt item will be inspected for damage or refurbishing
  3. Customer will be charged on their credit memo for the labor charges to refurbish unit and repackage.

**PLEASE ALLOW 10-15 DAYS TO RECEIVE A CREDIT MEMO FOR ALL ITEMS RETURNED.**

**FREIGHT DAMAGED- All items shipped from our facility are shipped as customer owned (FOB point of origin)**

**Customer is responsible to file a claim** with freight carrier **IMMEDIATELY** upon inspection.

Call customer service for an RMA and replacement unit. We will inspect the item upon receipt and either scrap or refurbish. Customer will be credited on original invoice less the refurbishing fees