

ADVANCE CONTROLS, INC. - RETURN GOODS

All returns must be accompanied by a **RETURN MERCHANDISE AUTHORIZATION FORM** and be tagged with the appropriate **RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER**. Material not so identified will be returned to the Purchaser at the Purchaser's expense. Return of materials for credit or Warranty will be authorized by ACI and delivery accepted **ONLY IF THE FOLLOWING CONDITIONS ARE MET:**

1. Materials must be new and of current design. Manufacturing Date Codes are to be one year or less.
2. Materials must be unused and undamaged.
3. Materials must be in the original ACI cartons, unmarked and in resaleable condition.
4. **SPECIAL ORDER ITEMS ARE NOT RETURNABLE**
5. **BUILT ITEMS ARE NOT RETURNABLE**
6. ACI must have directly invoiced the materials to the Purchaser.
7. Transportation charges for the materials to ACI must be prepaid by the Purchaser.

A **SERVICE CHARGE** of 20% will be made on all returns not subject to ACIs' error or warranty. Returns made as a result of ACIs' error or warranty, and are acknowledged by ACI in the RMA, are exempted from conditions above. Items that have been determined to be covered under the warranty may be repaired, replaced or credit issued at the discretion of ACI.

Return of equipment for **REPAIR** must be authorized in **ADVANCE** by ACI. Arrangements for such return must be made prior to the actual return to determine repairability, procedures and pricing. ACI assumes **NO** responsibility for lost or damaged items and/or equipment returned to ACI for repair. Any service work provided in the field is at the Purchaser's expense and voids the warranty.

To receive an RMA, either Fax or Email your request with the following information to ACI Corporate Headquarters:

1. Reason for the Return.
2. Catalog Number for the item (items) to be returned.
3. Quantity of the item (items) to be returned.
4. Purchase Order and/or ACI Invoice Number for the item (items) to be returned.
5. Contact information such as: Company Name, Phone Number, Fax Number and Contact Person.

NOTE:

1. **BUILT ITEMS ARE NOT RETURNABLE.**
2. **SPECIAL ORDER ITEMS ARE NOT RETURNABLE.**
3. Transportation charges to ACI must be prepaid by the Purchaser.
4. The receipt of an **RMA** from ACI does **NOT** constitute the acceptance of ACI of a valid Warranty claim. ALL claims for Warranty will be evaluated by ACI and if the claim is valid, ACI will then either repair, replace or issue credit to the **PURCHASER** at the discretion of ACI.

Once all needed information is available, ACI will then **FAX** the RMA to the **PURCHASER**.

ACI WILL NOT ACCEPT ANY RETURNED MATERIALS WITHOUT THE APPROPRIATE RMA.