



EandM Return Material Policy

General

| *Definition: A returned item is anything a customer ships back to EandM for any reason.*

Before returning any product, the customer must get a Return Material Authorization (RMA) Number from EandM Customer Service at (866) 693-2636. Customer Service will e-mail the customer a Shipping Form. An RMA number goes into effect the day it is issued and is active for thirty (30) days. All shipments to EandM must be identified with this RMA number. The shipping form must be included or the shipment will be refused.

The customer is responsible for all return freight charges. All products must be returned to EandM's Healdsburg Office at the following address:

Attn: RMA # _____ (Fill in the RMA # you receive here)
EandM
120 Mill Street
Healdsburg, CA 95448

The various classifications of returns are outlined below. Any special instructions for that type of return are included within that section.

Order Entry & Shipping Errors

| *Definition: The product the customer received from EandM is not what is listed on the packing list, OR the wrong part was listed on EandM's order for the customer. The customer must report all order entry and shipping errors within thirty (30) days of shipment.*

Conditions for Return

- The product must be in the original sealed box.
- All instruction manuals must be returned.
- All connectors and any other associated parts must be returned.
- Absolutely **NO pen markings** must show on the box (even those referencing the RMA number).
- Software will not be accepted if the original packaging has been opened. If the seals are broken, the software will be returned to the customer.

Restocking Fee

A restocking fee may be charged and some or all items may be refused upon inspection (see Credit Calculation Schedule below).

Product Replacement

A new product will be shipped immediately from EandM stock, if available. This advanced replacement will be invoiced to the customer. A credit will be issued when the incorrect item is received and EandM has received credit from the vendor.

Customer Requested Return (Accommodation Return)

| *Definition: The customer returns a product for any reason other than a shipping error, warranty or repair. This includes, but is not limited to, customer design changes, project changes or customer order errors. All customer requested returns must be reported within thirty (30) days of shipment.*

Conditions for Return

- The product must have been purchased from EandM.
- Software cannot be returned.
- The product cannot be a **custom** or **special order** item.
- The product must be in re-sellable condition.
- The product must be in the original sealed box.
- The product must be the current version and revision.
- The product must be a currently available product.
- All instruction manuals must be returned.
- All connectors and any other associated parts must be returned.
- Absolutely **NO** pen markings must show on the box (**even those referencing the RMA number**).

Conditions for Credit

The credit amount will be determined using the Credit Calculation Schedule below. Some or all items may be refused upon inspection. Only account credit will be given, when applicable. No cash refunds will be made.



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Credit Calculation Schedule

All parts being returned for any reason without the RMA reference number and the RMA shipping form will be returned. NO EXCEPTIONS. To receive the credit listed, ALL the conditions must be met.

Customer Credit	Reason
100%	ONLY for Shipping and Order Entry Errors <ul style="list-style-type: none"> ▪ The part is in re-sellable condition <u>and</u> ▪ The part has been returned within thirty (30) days <u>and</u> ▪ The product is in the original sealed box <u>and</u> ▪ No pen markings, etc., are on the box <u>and</u> ▪ All instruction manuals have been returned <u>and</u> ▪ All connectors and any other associated parts have been returned.
80% (additional vendor restocking fees will likely apply)	Accommodation Returns <ul style="list-style-type: none"> ▪ The part is in re-sellable condition <u>and</u> ▪ The part has been returned within thirty (30) days <u>and</u> ▪ The product is in the original sealed box <u>and</u> ▪ No pen markings, etc. are on the box <u>and</u> ▪ All instruction manuals have been returned <u>and</u> ▪ All connectors and any other associated parts have been returned.
70% (additional vendor restocking fees will likely apply)	Accommodation Returns <ul style="list-style-type: none"> ▪ The product is not SEALED in the original box <u>or</u> ▪ The product has pen markings, etc. on the box
0%	No credit will be available for any of the following situations: <ul style="list-style-type: none"> ▪ The original box is missing ▪ Instruction manuals are not returned ▪ Connectors or accessories are not returned ▪ Item is obsolete, special order or custom manufactured ▪ Software

Return for Repair

| *Definition: The customer returns a product to EandM for repair after the warranty period has expired.*

The customer must return the item to EandM's Healdsburg office using the correct shipping label format (see General).

The product will be returned to the manufacturer for repair or replacement. The customer will be quoted a repair price and the repair order must have a customer purchase order before the product can be shipped to the manufacturer. Standard ground freight charges are included in the quoted repair price. If overnight or other fast delivery methods are requested by the customer, additional freight charges will be added.

Please Note: It is the responsibility of the customer to backup any data, software or other materials that may be stored or preserved on the unit. It is likely that such data, software, or other materials will be lost or reformatted during service and EandM will not be responsible for any such damage or loss. EandM also recommends the removal of all peripheral equipment (such as backup batteries and software disks) from the unit before submitting it since their return cannot be guaranteed.

Warranty

| *Definition: The product fails while under warranty.*

Conditions for Return

- The product must still be in warranty based on its date code or be covered by a recall.
- EandM must have sold the product within the product's warranty code or within the recall dates.
- If there is a MACHINE DOWN situation, a replacement unit may be supplied to the customer from the manufacturer, if available. Otherwise the unit shipped in for repair will be returned to the customer.

The customer is responsible for all return freight charges. All products must be returned to EandM's Healdsburg office using the correct shipping label format (see General). Standard ground freight to ship products from EandM to the manufacturer and from the manufacturer to the customer are included in the Warranty. If overnight or other fast delivery methods are requested by the customer, the cost of those freight charges will be billed to the customer.

The product will be returned to the manufacturer for repair or replacement from the manufacturer's service inventory. A replacement will not be sent from EandM inventory.