

MIDWEST AUTOMATION LLC

RETURN GOODS AUTHORIZATION (RMA) POLICY

Parts may need to be returned to the factory for a variety of reasons. Most commonly they are returned for one of the following reasons:

1. Parts are defective and returned to Midwest during the warranty period
2. Parts returned because they were ordered incorrectly by the distributor or end user customer
3. Parts returned because they were identified or shipped incorrectly by Midwest

Regardless of the reason, all returns must receive prior written approval by Midwest through the issue of a Return Materials Authorization (RMA) number.

Note: Parts returned without prior written authorization (RMA) will be returned to the customer at their expense.

RETURN PROCEDURE:

1. Contact the Midwest customer service department and explain the reason for wanting to return the part. To be considered for return, requests must be made within 90 days from shipment, or during the warranty period.
2. Midwest will issue a Return Materials Authorization (RMA) number and communicate it to you in writing.
3. Parts being returned for warranty determination should follow the written procedure in the Terms, Conditions and Limited Warranties of Sale.
4. Parts must be returned in the original OEM's box, package or container and must include the original invoice and/or packing slip.
5. The RMA number must be visible on the outside of the shipping box or container, not the OEM box.
6. All parts must be returned freight prepaid.
7. Once the part is received and evaluated based on the above criteria, a credit memo will be issued for the original purchase price, less any appropriate restocking charges.

RESTOCKING CHARGES: (Apply only if parts are ordered incorrectly by the customer)

Stock Parts:	20%
Non-stock Parts:	Subject to manufacturer's return policy
International Parts:	50%

Note: Credit will not be issued if returned part has been subject to misuse, abuse or damage. The Return Materials Authorization (RMA) is valid for 30 days.

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RMA Policy