

## **Return Material Authorization Format and Policy**

### **The Following Rules Govern “Procedure” For the Return Of Products Sold By Armstrong International, Inc.**

1. Please fill in blank forms completely. If product is defective, please explain the problem in detail. **Fax** the completed form to Armstrong for a number to be assigned. Armstrong will evaluate the request and email an RMA number to you. If any additional information is needed, you will be contacted by Armstrong so that it may be supplied prior to issuing an RMA number.

#### **INCOMPLETE INFORMATION ON RMA FORMS CAUSES DELAYS!**

2. **DEFECTIVE IS NOT A VALID REASON** for return. A statement detailing the failure mode is needed to assign an RMA number. If Defective is stated in the Return Reason field, the person requesting the RMA will be contacted to obtain the required information.
3. Receipt of an RMA number is the only authorization to return goods to the Factory. Goods returned without a number will not be accepted.
4. Customer will be advised of disposition or credited (whichever applies) after inspection of goods.

### **The following rules govern “policy” for the return of products sold by Armstrong International, Inc.**

1. Returns will not be accepted unless each carton is clearly marked with the assigned RMA number provided by Armstrong International, Inc. Shipments should go prepaid unless approved collect by Armstrong International, Inc. Armstrong must specify carrier if shipped collect.
2. No credit will be issued on product returned as damaged if damage was caused by improper application, re-machining or tampering in the field. Defects must be manufacturer’s material or workmanship related.
3. Credit will be calculated based on the original order provided on the form. If original order number is not supplied, credit can not be issued.
4. All returns are subject to inspection.
  - A. If return is due to Armstrong error or defective material, credit will be issued to cover cost of goods and freight. (See “#1” under “Terms and Conditions”.)

- B. If return is due to a customer error and goods are new and unused, showing no evidence of having been in service, there will be a handling and/or repair adjustment charge. (See “#2” under “**Terms and Conditions**”.)

**The Following “TERMS AND CONDITIONS” Govern Issuance of Credit on Returned Goods**

1. Armstrong error in shipping, order entry, or manufacture.
  - A. No restocking charge
  - B. Armstrong pays the freight
  - C. Full credit issued.
  
2. Error or changes made by others:
  - A. Return requested less than 30 days after shipment **\*15% or \$25.00 whichever is larger**, handling plus freight prepaid.
  - B. Return requested less than 6 month but over 30 days after shipment: **\*20% or \$25.00 whichever is larger**, handling plus freight prepaid.
  - C. Return requested less than 1 year but more than 6 months after shipment: **\*30% or \$25.00 whichever is larger**, handling plus freight prepaid.
  - D. Return requested over 1 year after shipment. Handling charged determined case by case, plus freight prepaid.
  - E. **Products more than three years old will not be accepted.**

\* Products new and unused, showing no evidence of having been installed.
  
3. Failure of Product Under Warranty
  - A. Credit will be given only if complete information regarding the failure is recorded on an RMA form and actual date of installation and removal is noted. (This information is required by Armstrong from its customers for any warranty claims.)
  
  - B. **If our inspection and testing determines that the returned product is not defective, no credit will be issued.** (Customer will be notified of this and products will be returned collect, if a request to return is made within 30 days from notification. After this period, the product will be disposed of at the Factory's discretion.)