

RMA INSTRUCTIONS

- BEFORE RETURNING PRODUCTS CUSTOMERS MUST OBTAIN A RMA #
- RMA number is valid for 15 days from the date of issuance. They are required to resubmit the request form if the RMA number is expired.
- A RMA number will be issued within 2 business days of customers request
- All RMA returns to EE Controls must be freight prepaid.
- No RMA credit will be issued if all returned goods are not shipped in original packaging and securely protected shipping package. All products received physical damaged, tempered, altered and abused will be refused and voided and returned at customers' expense.
- Only ship the assigned RMA products all others received will be returned at customer's expense. Credit will be issued based upon inspection by EE Controls. Returned items diagnosed "No Problem Found" by EE Controls will be charged the shipping and handling fee.
- Any discrepancies must be reported to customer within 2 days upon receipt.
- RMA turnaround time is 15 days from the date of received goods.
- NO RMA'S ISSUED FOR CUSTOM WORK
- A minimum 20% restocking charge will apply for goods returned for any reason other than warranty.
- RMA'S WILL ONLY BE ISSUED WITHIN 90 DAYS OF ORIGINAL INVOICE DATE.