



RMA Terms and Conditions

EE Controls Ltd. acknowledges that products may not always meet our customer's needs and that requests to return products be handled in a timely, efficient and effective manner.

In order to ensure we keep the costly process to a minimum regarding the return of products for all parties, EE Controls Ltd. has implemented the following "RMA Terms and Conditions".

- All requests for "Return Material Authorization"• must be within 90 Days of invoice date and be substantiated with the Original Invoice issued at time of sale.
- The RMA Request Form must be completed and signed by an authorized representative. The RMA Request Form will not be considered received if this form is not signed, dated and submitted at the same time.
- The "RMA" number is valid for fifteen (15) days from the date of issuance. Customer's will be required to resubmit the RMA Request Form if the applicable period has expired.
- All requests to return products due to an EE Controls Ltd. error will be accepted within 10 working days of purchase at no restocking or other applicable charges.
- No Products will be accepted without a "Return Materials Authorization (RMA)" issued by our Customer Service, Order Desk and/or Management.
- No Returns will be allowed on Special or Custom products; Any products that have been altered; Products deemed as non-stock or discontinued by our suppliers; that are not in the original factory sealed packaging.
- All products authorized for return must be in "as new, salable condition"• and in the "original unmarked packaging"• , "in full package quantities as ordered and received"; shipped freight prepaid to EE Controls Ltd., unless previously negotiated and approved by management.
- Only the approved RMA products will be received by EE Controls Ltd. Any others products that do not have prior approval will be returned at the Customer's expense.
- All products will be subject to inspection by EE Controls Ltd. and/or the Authorized Supplier prior to credit approval. Any restocking and applicable charges will be determined upon inspection of products, and in the case where material is required to be sent back to the supplier, the terms and conditions of return of that supplier will apply including freight, restocking, or any miscellaneous charges.
- Products authorized for return that are diagnosed with "No Problem Found" upon testing, will be returned to the Customer at their expense.
- Products authorized for return will be subject to a minimum restocking charge of 20% of the billing invoice.
- No Credit will be issued on "Special, Custom or products deemed as non-stock"• by our Suppliers. Credit will only be issued on products authorized for return once credit has been approved and/or received by our supplier.
- All warranty and defective claims are based on our Supplier's policies in place at the time of purchase and may be subject to being returned to the authorized supplier(s) for evaluation prior to credit being issued or replacement products given in exchange.
- Any Warranty requests for defects in material and workmanship must be received within the applicable Warranty period of twelve (12) months from shipping date to customer.
- EE Controls' Obligation under this warranty is limited to the repair or replacement of the product, at EE Controls' option.
- EE Controls Ltd. Will not provide a credit on Warranty Products. No exceptions.

I, _____, acknowledge that I have read and agree to the above Terms and Conditions.
(Please Print)

Date: _____

Signature: _____