

Risail Specialty Systems

Return Material Authorization (RMA) Format and Policy

The following rules govern the "Procedure" for the return of products sold by Risail Specialty Systems.

FIRST STEP IN THE RETURN PROCESS:

1. Fill out the RMA form completely.
- a. When filling out the reason for return, be as specific as you can. If you are returning a defective product, the word "defective" must not be used by itself. Risail Systems will need to know the specific reason the product is being returned.

SECOND STEP

1. Once the form is completely filled out, scan and return it by email to the Replacement department at info@risailsystems.com

THIRD STEP

1. Risail Systems will then process the RMA request. If everything is filled out properly, we will issue an RMA number and email the form back to the contact in the original email request. Any discrepancies will need to be resolved before an RMA number will be issued.

FOURTH STEP

1. A copy of the RMA form **HAS TO ACCOMPANY** the returned shipment. Clearly mark the RMA number on the outside of the returned carton(s). The return information is printed on the official RMA form which is generated from our system.
2. If Risail receives a carton of product(s) that does not have the RMA number written on the box OR does not contain the official RMA paperwork, the carton will be returned to the sender at their cost.

FIFTH STEP

1. The RMA is shipped back to Risail Systems. The RMA department reviews the paperwork against the product(s) that were returned and inspects them. Upon inspection:
 - a. If the product(s) are found to be new and unused and we can put back into inventory, the paperwork is then given to Risail Systems Accounting Department to process the credit.
 - b. If the product(s) are found to have been tampered with or there's evidence of prior use, the customer will be notified and no credit will be issued. It will be up to the customer to inform us if they want item(s) shipped back to their facility, collect, or have Risail Systems dispose of the product(s). If we do not hear back from the customer within thirty (30) days after we have reported our findings, Risail Systems will dispose of the product(s) automatically.

Rules for the above mentioned steps.

- **Product must be returned in original packaging with all literature.**
 - **Product must be returned with all accessories (ie: wires, connectors, brackets etc).**
 - **Product itself must be in re-salable condition (i.e.: no major scratches, no signs of wear and tear etc.).**
1. Returned product(s) ARE NOT to be shipped to Risail Systems without first receiving an official RMA number. The shipper **MUST** include a copy of the RMA paperwork with the shipment and/or clearly mark the assigned RMA number on the outside of the carton(s). Failure to do so will result in a returned shipment at your expense.
 2. All returns are subject to our in-house inspection.
 3. No credit will be issued on product(s) found to be obsolete, returned damaged, re-machined products or show obvious evidence that the product(s) were tampered or altered in the field. At that time the customer will be notified of our findings.
 4. Returned shipments are to be shipped back to Risail Systems via **PREPAID**, unless pre-authorized by the company.
 5. If the return is being made because of a company error or defective material, credit will be issued to cover the cost of the product(s) and the freight to ship it back to us.

6. Do not send any product(s) back that are not listed on the RMA paperwork. You can ONLY send back what is listed on the RMA paperwork issued by Risail Systems.
7. Unless authorization has been given to the customer by a Risail Systems manager, no made to order or special built products will be allowed to be returned.
8. When shipping RMA's back to us, keep a record of the UPS/USPS tracking number. There are times when we do not show the item received and require a "proof of delivery".
9. An RMA # is valid for thirty (30) days from the date it is issued, and must be on official company RMA paperwork.

Terms and Conditions that govern issuance of credit on an RMA.

1. If the RMA is a result of a Risail Systems error in shipping or order entry:
 - a. There will be no restocking charge.
 - b. Risail Systems will issue credit for the freight to ship the return back to us.
 - c. Full credit for product(s) and freight will be issued.
 - d. Risail Systems will pay freight to ship the correct part out to the customer.
2. If the RMA is a result of a customer error:
 - a. If the RMA request is made within (4) months from the date we shipped the order, a 0% restocking charge will be applied.
 - c. If the RMA request is over (4) months but less than (6) months from the date of shipment, a 20% restocking charge will be applied or \$25.00 flat fee, whichever is larger.
 - d. Requests for an RMA over (6) months are not available. For large product quantity purchases please contact the RMA department for possible RMA issuance, the restock charge will be determined on a case by case basis.
3. SPECIAL Made to Order Products:
 - a. No RMA will be issued for a special made or altered products manufactured per the customer's specifications, which differ from our published catalog products.
4. Multiple Items to Return –
 - a. You must provide an individual request form for all items that are returned that have different purchase order numbers. For items purchased on the same purchase order one RMA will be created.
5. Shipping of all Warranty items from the customer to Risail Systems is at customer expense. Customers are encouraged to notify Risail Systems when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the hardware product to Risail Systems. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.
6. Shipping of all Warranty RMAs from Risail Systems to the customer are at Risail Systems expense using Risail Systems preferred shipper unless a prior agreement is entered into with the customer to ship differently.
5. Product warranties are found in the back portion, of every Risail Specialty Systems Price document and on our website at www.risailsystems.com