



DATE: November 6, 2001  
BULLETIN #: E01023

PRODUCT: All EMI Products

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**To All EMI Customers:**

## **RETURN OF NON WARRANTY PARTS AND EQUIPMENT**

**The following procedure will apply to all returns of EMI non- warranty parts and equipment.**

**This does not effect existing procedures for Warranty items to be returned. Please continue to follow the existing policy for all Warranty returns (Bulletin # 01007 dated Jan. 8, 2001).**

**Please call EMI to request a return of any item(s) for other than warranty reasons.**

**EMI will supply you with an RMA number (Return Material Authorization). This RMA# must be on the package when the item is returned to us. If the RMA# is not visible on the package, EMI will refuse the item and it will be sent back to its original destination.**

**You may return any item purchased from EMI, (parts or equipment) following the schedule below:**

**Purchased item returned within:**

<b>30 days -</b>	<b>20% restocking fee</b>	
<b>31-60 days -</b>	<b>30% restocking fee</b>	
<b>61-90 days -</b>	<b>40% restocking fee</b>	<b>(days are calculated from date of invoice).</b>

**No returns will be accepted after 90 days for non-warranty items.**

**If you have ordered an incorrect item and order the correct item, there will be a 10% restocking fee provided the item is returned within 30 days of the date of invoice. If the item is not returned within 30 days, the above schedule will apply.**

**If an item is to be returned New & Unused, an inspection will be made before a credit is issued. If after inspection, the item is determined not be New & Unused, partial credit may be given. EMI will notify you of the credit amount given, if any. If your credit is not approved, EMI will notify you of the reason for refusal of credit issue.**

**We thank you for your continuous business.**