



DATE: July 14, 2003

BULLETIN #: 01007 Rev.-1

PRODUCT: All Products

Return Materials Authorization (RMA's) Warranty Parts

Return Material Authorizations (R.M.A.'s) for warranty parts will be issued to the company that purchased the equipment from EMI/RetroAire. To process a return in a timely manner, the following procedure and information is needed.

Unit Model number
Unit Serial number
Quantity of Parts
EMI/RetroAire Part Number (if known)
Specific Reason for Return

1. Contact Technical Support at the factory (800) 228-9364, and explain the nature of your request for a warranty replacement.
2. If you require repair parts please Fax (800-232-9364) or mail your purchase order for the replacement parts to EMI/RetroAire.
3. If Return Material Authorization is given, a R.M.A. number will be issued through SYMIX. Unit(s) or part(s) being returned must be tagged with the R.M.A. number visible on the outside of the packaging. If the R.M. A. number is not visible, your shipment will be refused. EMI/RetroAire is not responsible for any re-delivery costs, unless pre-approved.
4. All parts and /or units must be returned within sixty (60) days from the date of issue of the R.M.A.
5. All parts are subject to evaluation by EMI/RetroAire staff, or our supplier when necessary, to determine if credit is due. Parts or units found to be in proper working order will not be credited and will be available to ship back to the customer if so desired.
6. Freight charges for returns are the responsibility of the sender, unless other arrangements are pre-approved by EMI/RetroAire.
7. All new and unused parts or equipment being returned as a result of customer cancellation, ordering error, etc. will be assessed a 20% restocking charge.
8. A R.M.A number must be secured prior to the return of these units or parts. Return credit will not be issued unless units are returned in original packaging and must be in new and unused

condition. If parts or units have been used they will be sent back to the sender and/or credit will be refused. The R.M.A. number must be visible on the exterior of packaging.

9. **No credit will be issued without an R.M.A. number.**

Return Goods Policy for RMA Numbers

Effective immediately, all shipments of Returned Goods to EMI/RetroAire **MUST** have the Returned Materials Number (RM#) present in a highly visible location on the carton(s). If the RM# is not visible, the shipment will be **REFUSED** by our Receiving Department. **If a shipment is refused for lack of a RM#, any redelivery costs incurred will be the responsibility of the sender.**