

## PRODUCT RETURN POLICY

All AMCI product returns require an official Return Material Authorization (RMA) number.

### Requesting Return Authorizations

Return Material Authorization (RMA) numbers may be obtained by contacting the AMCI Sales Department by calling 1-860-585-1254 or by emailing: [sales@amci.com](mailto:sales@amci.com). RMA Numbers ensure that returned products will be properly credited to the Customer's account. Products returned without authorization numbers will be returned to the sender. Please be prepared to provide related part number, serial numbers, and purchase order number when requesting return authorizations. The product return form must be filled out completely and returned to AMCI before being issued a RMA.

### Returns due to Product Issues

#### 1. Incorrect Product Shipped

AMCI will promptly provide Returned Material Authorization numbers for incorrect parts, see item 1. Product must be returned in original packaging with factory seal intact and labeling to help our investigation and processing. Your account will be credited when product returns are received and verified by our Distribution Center.

#### 2. Product Defect Claims

AMCI's warranty policy for products claimed defective is to repair and return (no product exchanges). Please see our Warranty & Repair policy for more details.

#### 3. Shipping Damage

If you receive damaged product with visible damage to external shipping containers, please report the damage to the carrier at the time of receipt. Please contact the AMCI Sales Office with details of the damage.

#### 4. Return Requests due to Customer Errors or Customer Convenience

AMCI will consider return requests, at our sole discretion and without obligation, due to Customer Error or Customer Convenience subject to the following restrictions:

- a. Product purchased must not be classified as NCNR (Non-Cancelable, Non-Returnable).
- b. Product must be undamaged and be in the Original Manufacturers sealed Packaging to ensure that there has been no possibility of physical damage, Electrostatic Discharge Damage (ESD) or exposure to moisture. AMCI product labeling must be in place so that we have clear traceability to our original shipment. AMCI must be able to restock and resell this product with absolute confidence.
- c. Product must have been shipped by AMCI within the past 4 months. AMCI manages inventory

consumption on a FIFO basis (First In First Out) to provide the newest product possible to our customers.

d. Customer Convenience and Customer Error Returns shall be subject to restocking charges equal to 15% of the product's purchase price or a \$50 minimum charge – whichever is higher.

e. All Customer Error or Customer Convenience Returns will be carefully inspected prior to restocking. Any product that is not suitable for restocking will be returned to the Customer without credit.

### **Returns for Repair**

All repairs (warranty & non-warranty) must be accompanied by a Purchase Order that authorizes the quoted repair charge and/or the \$150 evaluation fee. AMCI's evaluation fee covers the technical diagnosis of product(s) returned for repair.

The Product Repair Purchase Order should contain the following information:

- AMCI Product Part Number
- AMCI Product Serial Number
- Description of Problem
- Return Shipping Address
- Name and telephone number of person to contact for further information about the problem
- RMA# issued by the AMCI Sales Dept.

All material must be shipped on a freight pre-paid basis. All other shipments will be refused. For all warranty repairs, AMCI covers outbound freight charges for units shipping via **UPS GROUND only**. Please note that AMCI products priced below \$500 are not eligible for repair; however, ALL products are eligible for evaluation within their respective warranty period, and possibly repair/replacement if the product is defective.

### **Warranty Repairs**

AMCI warrants that all manufactured products(s) will be free from defects, under normal use, in materials and workmanship for a period of 18 months from date of shipment to distributor/customer. Within this period, AMCI shall repair or replace, free of charge, any products covered by this warranty. Products repaired under warranty will be returned via UPS Ground at no cost. Other methods of return shipment will be charged to the customer.

The \$150 evaluation fee will be refunded for product repairs covered by the factory warranty. However, products returned to AMCI for repair with a "no problem found" diagnosis will be subject to the \$150 evaluation fee.

### **Non-Warranty Repairs**

All non-warranty repairs are subject to a flat fee based on 35% of the product's replacement cost, with the exception of products costing below \$500 which are individually quoted.

The \$150 evaluation fee for non-warranty repairs is non-refundable; however, AMCI will apply this expense towards the product's total repair cost.

**IMPORTANT NOTE: In the event that a unit is returned to AMCI, tests to all specifications, and no problems are found, a repair evaluation charge will apply that covers our technical review/diagnosis. This problem can almost always be avoided by contacting our 24-hour technical assistance. During the day you can obtain technical assistance by calling 860-585-1254 ext. 123, or for evenings and weekends please call 860-583-7271.**

### **Rush Repair Service**

The RUSH REPAIR service is offered for customers that need a unit repaired and sent back out within 24 hours of receipt at AMCI. Please note that a 24 hour turnaround time is not guaranteed due to unforeseen circumstances, however, every effort is made to repair the product in the quickest time possible. The RUSH REPAIR service follows the same procedure as a standard repair; however, the unit must be shipped to AMCI using a next day service. Additionally, AMCI must be authorized on the accompanying purchase order to ship the unit back to you via UPS RED. Even if the unit is a warranty repair you will still be responsible for the freight charges. (Aside from this requirement, there is no extra charge for the RUSH REPAIR service). This service was designed to aid those customers in down situations, where they do not have a spare unit on hand. Having a spare unit is always recommended however we understand it is not always viable.

### **Returns for Credit**

AMCI product returns must be made within four (4) months from the date of purchase. Returned product must be in original packaging, unused, undamaged and in saleable condition with the factory seal intact. Proof of purchase is required.

All AMCI product returns require an official Return Material Authorization (RMA) number. The RMA # is only an acceptance of product to be returned for evaluation. A debit must not be taken for the returned product until the Credit Memo is issued by AMCI. When a Credit Memo is issued, that Credit Memo number must appear as the reference for the payment deduction.

AMCI's product return to stock policy is as follows:

- Built-to-order products are not eligible for return.
- Products must be returned to stock within 4 months of their original delivery date.
- Eligible products must be in their original box with the factory seal intact; damaged or used equipment will not be accepted for return.
- 15% restocking charge or \$50.00 minimum fee (whichever is greater) applies.

Discounts do not apply to restocking charges.

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For further information or questions on specific product return requests please contact the AMCI Sales Department.

**Contact AMCI Sales Department**

- Phone: (860) 585-1254
- [Online contact form](#)
- E-mail: [sales@amci.com](mailto:sales@amci.com)