

**Section VI, Attachment 2 | Product Repair Policy**

***Please do not ship any items back to AMCI without an RMA Number...***

AMCI will attempt to repair any product found in our line. A flat rate for repairs is established to provide for faster quoting and receiving. All repairs sent back to AMCI must have a Purchase Order, which reflects the flat rate charge. This includes product sent back for evaluation. Therefore all products, including units that may be under warranty, must have authorization for the repair charge on the purchase order prior to the product being allowed to pass the receiving desk at AMCI.

The Purchase Order should contain the following information:

- AMCI Part Number
- Part 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.

***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. This is due to the amount of time spent on testing procedures. 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.**

**Step 1.**

**For Distributor:** Distributor contacts AMCI requesting a repair service. Flat rate pricing is provided to the distributor. The distributor gets a purchase order from their customer to cover the repair charges and faxes a purchase order to AMCI, at which time an RMA# is issued. If the product is being shipped directly from the customer to AMCI they must be sure to reference the RMA# and the name of the distributor who is placing the order with AMCI.

**Step 2.**

The distributor faxes a Purchase Order and ships the product to AMCI at their expense. The product is then sent to the test/repair department where the unit is inspected, repaired and its **warranty status** \* is determined. It is then sent through standard test procedures to ensure, "like-new" operation. Once AMCI has received the product there is an approximate 2-week turn-around time for a standard repair. Under some circumstances you may require our **RUSH REPAIR\*\*** service.

**\*Warranty Status**

If a unit is found to be under warranty, for example the problem was caused by component failure, then the repair charge will be waived. For all warranty repairs AMCI will be responsible for outbound freight charges for units shipping via UPS GROUND only.

**\*\*Rush Repair Service**

Our RUSH REPAIR service can usually have a unit repaired and sent back out within 24 hours of the date of receipt. (There may be some instances where we may need more time) To use the RUSH REPAIR service you must follow the same steps as a standard repair, being sure to alert your contact at AMCI that this is a rush repair. You will be required to ship the unit to us via some next day service as well as authorize us, on the 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, 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.