



## EandM Return Material Policy

### Return Material Policy

#### General

*Definition: A returned item is anything a customer ships back to EandM for any reason.*

Before returning any product, the customer must get a Return Material Authorization (RMA) Number from EandM Customer Service at (866) 693-2636 or [EandMRMA@eandm.com](mailto:EandMRMA@eandm.com). Customer Service will e-mail the customer an RMA shipping form. An RMA number goes into effect the day it is issued and is active for thirty (30) days. All shipments to EandM must be identified with this RMA number. The RMA shipping form must be included, or the shipment may be refused. EandM is not responsible for shipments that do not include the RMA shipping form resulting in missorted or misplaced product.

The **customer is responsible** for all return freight charges. All products must be returned to EandM's Healdsburg Office at the following address:

**Attn: RMA # \_\_\_\_\_** (Fill in the RMA # you receive here)  
**EandM, Inc.**  
**120 Mill Street**  
**Healdsburg, CA 95448**

The various classifications of returns are outlined below. Any special instructions for that type of return are included within that section.

### Customer Requested Return (Accommodation Return)

*Definition: The customer returns a product for any reason other than a shipping error, warranty or repair. This includes, but is not limited to, customer design changes, project changes or customer order errors.*

All customer requested returns must be reported within thirty (30) days of shipment.

#### Conditions for Return

- The product must have been purchased from EandM.
- Software cannot be returned.
- The product cannot be a **custom** or **special order** item.
- The product must be in re-sellable condition.
- The product must be in the original sealed box.
- The product must be the current version and revision.
- The product must be a currently available product.
- All instruction manuals must be returned.
- The product cannot be labeled non-returnable on the original quotation.
- All connectors and any other associated parts must be returned.
- Absolutely **NO** pen markings must show on the box (**even those referencing the RMA number**).

## Conditions for Credit

The credit amount is based off of the corresponding manufacturer's return policy. Please note that manufacturer credit percentages vary depending on part and product line. Some or all items may be refused upon inspection based upon above conditions not being met. Only account credit will be given, when applicable. No cash refunds will be made.

**All parts being returned for any reason without the RMA reference number and the RMA shipping form will be returned. NO EXCEPTIONS. To receive the credit listed, ALL the conditions must be met.**

## Order Entry & Shipping Errors

*Definition: The product the customer received from EandM is not what is listed on the packing list, OR the wrong part was listed on EandM's order for the customer.*

The customer must report all order entry and shipping errors within thirty (30) days of shipment.

## Conditions for Return

- The product must be in the original sealed box.
- All instruction manuals must be returned.
- All connectors and any other associated parts must be returned.
- Absolutely **NO pen markings** must show on the box (even those referencing the RMA number).
- Software will not be accepted if the original packaging has been opened or the software was delivered electronically.

## Restocking Fee

A restocking fee may be charged, and some or all items may be refused upon inspection, based upon conditions as noted above.

## Product Replacement

A new product will be shipped immediately from EandM stock, if available. This advanced replacement will be invoiced to the customer. A credit will be issued when the incorrect item is received and EandM has received credit from the vendor.

## Warranty

*Definition: The product fails while under the manufacturer's original warranty.*

Please note that warranty periods vary depending on manufacturer, part number, and product line.

## Conditions for Return

- The product must still be in warranty based on its date code or be covered by a recall.
- EandM must have sold the product within the product's warranty code or within the recall dates.
- If there is a MACHINE DOWN situation, a replacement unit may be supplied to the customer from the manufacturer, if available. Otherwise, the unit shipped in for repair will be returned to the customer.

The customer is responsible for all return freight charges. All products must be returned to EandM's Healdsburg office using the correct shipping label format (see General). Standard ground freight to ship products from EandM to the manufacturer and from the manufacturer to the customer are included in the Warranty. If overnight or other premium delivery methods are requested by the customer, the cost of those freight charges will be billed to the customer.

The product will be returned to the manufacturer for repair or replacement from the manufacturer's service inventory. A replacement will not be sent from EandM inventory.

## Return for Repair

*Definition: The customer returns a product to EandM for repair after the warranty period has expired.*

The customer must return the item to EandM's Healdsburg office using the correct shipping label format (see General).

The customer will be quoted a repair price, and the repair order must have a customer purchase order before the product can be shipped to the manufacturer. The product will be returned to the manufacturer for repair or replacement. Once repaired, product will ship back to the customer via standard ground shipping methods and freight charges will be invoiced in addition to the quoted repair price. If overnight or other premium delivery methods are requested by the customer, additional freight charges will be added.

**Please Note: It is the responsibility of the customer to backup any data, software or other materials that may be stored or preserved on the unit. It is likely that such data, software, or other materials will be lost or reformatted during service and EandM will not be responsible for any such damage or loss. EandM also recommends the removal of all peripheral equipment (such as backup batteries and software disks) from the unit before submitting it since their return cannot be guaranteed.**