



RETURN MATERIAL AUTHORIZATION (RMA) POLICY

If for any reason, you wish to return one of our products, it must be unopened and unused, and an **RMA must be issued within 30 days from order fulfillment**. To receive an ACI valid RMA Number, either Fax or E-mail your fully completed *ACI RETURN MATERIAL AUTORIZATION REQUEST FORM* found below and on our ACI Web-site at <http://www.acicontrols.com>

Any Material returned to ACI and not identified with a proper **RMA Number**, will be returned to the Purchaser at the Purchaser's expense. All returns will be inspected upon arrival and products that do not meet all of the applicable unopened and unused criteria will be refused. Any return of materials for credit or Warranty must be authorized by ACI and delivery of such accepted **ONLY IF THE FOLLOWING CONDITIONS ARE MET:**

1. Materials must be new/unused and of current design. Mfg. Date Code is to be less than 1-year old.
2. Materials must be in the original ACI cartons, unmarked and in resalable condition.
3. **SPECIAL ORDER ITEMS ARE NOT CANCELABLE & NON RETURNABLE**
4. **ANY ENGINEERED & BUILT ITEMS ARE NOT RETURNABLE**
5. ACI must have directly invoiced the materials to the Purchaser.
6. Transportation charges for the materials to ACI must be prepaid by the Purchaser.

A minimum **SERVICE CHARGE** of **20%** will be made on all returns not subject to ACIs' error or warranty. Returns made as a result of ACIs' error or warranty, and are acknowledged by ACI in the RMA, are exempted from conditions above. Items that have been determined to be covered under the warranty may be repaired, replaced or credit issued at the discretion of ACI.

Return of equipment for **REPAIR** must be authorized in **ADVANCE** by ACI. Arrangements for such return must be made prior to the actual return to determine reparability, procedures and pricing. ACI assumes **NO** responsibility for lost or damaged items and/or equipment returned to ACI for repair. Any service work provided in the field is at the Purchaser's expense and voids all warranties.

Once all needed information is available, ACI will then **FAX or E-MAIL** the assigned **RMA Number** to the PURCHASER. **ACI WILL NOT ACCEPT ANY RETURNED MATERIALS WITHOUT THE APPROPRIATE RMA Number and FORM.**

IMPORTANT NOTES:

1. **BUILT ITEMS ARE NOT RETURNABLE.**
2. **SPECIAL ORDER ITEMS ARE NOT RETURNABLE.**
3. Transportation charges to ACI must be prepaid by the Purchaser.
4. The receipt of an **RMA NUMBER** from ACI does **NOT** constitute the acceptance of ACI of a valid Warranty claim. ALL claims for Warranty will be evaluated by ACI and if the claim is valid, ACI will either, repair, replace or issue credit to the PURCHASER at the discretion of ACI.

RETURN MATERIALS AUTHORIZATION REQUEST FORM



ADVANCE CONTROLS INC.
4506 18TH STREET EAST BRADENTON, FL. 34203
Phone (941) 746-3221 Fax (941) 746-3466

PLEASE ENTER THE FOLLOWING INFORMATION:

CUSTOMER NAME: <input style="width: 90%;" type="text"/>	CUSTOMER NUMBER: <input style="width: 90%;" type="text"/>
CONTACT NAME: <input style="width: 90%;" type="text"/>	CUSTOMER P.O. NUMBER: <input style="width: 90%;" type="text"/>
PHONE NUMBER / FAX NUMBER <input style="width: 90%;" type="text"/>	ACI INVOICE NUMBER: <input style="width: 90%;" type="text"/>
E-MAIL ADDRESS: <input style="width: 90%;" type="text"/>	ACI SALES ORDER NUMBER: <input style="width: 90%;" type="text"/>

ITEM	QTY.	ACI CATALOG NUMBER:	DESCRIPTION:
1			
2			
3			
4			

REASON FOR RETURN: PLEASE CHECK 1 OR MORE OF THE FOLLOWING:

<input type="checkbox"/>	CUSTOMER ORDERED INCORRECTLY
<input type="checkbox"/>	CUSTOMER RECEIVED INCORRECT PARTS
<input type="checkbox"/>	DEFECTIVE COMPONENTS
<input type="checkbox"/>	OTHER (MUST GIVE COMPLETE EXPLANATION BELOW)

ADDITIONAL COMMENTS (INCLUDE PHOTOS AS NEEDED)

DATE:

ACI ASSIGNED RMA NO.