



## Return Goods Procedure and Policy

As an ISO 9001:2008 certified corporation co-ax valves inc. is committed to providing our customers with products, service and support that exceeds their expectations. With that in mind co-ax valves inc. fully understands the time and cost involved to process return material requests. We believe if all parties follow the following procedures, returns can be processed in a timely manner and will allow us to provide the service and support that our customers expect of us.

### **Policy:**

#### **Return Material Authorization Numbers (RMAs)**

Before a customer ships a product back to co-ax valves inc. for either repair or credit, they must obtain a valid RMA Number.

To obtain an RMA Number, please contact the service department via the following means:

- 1) Phone: 267-859-4074
- 2) Email: [Service@coaxvalves.com](mailto:Service@coaxvalves.com)
- 3) Fax: 215-757-4060

Authorized RMA Numbers will expire 30 days from the date issued. Only the product and quantity specified on the form may be returned with the corresponding RMA Number. If additional product needs to be returned, contact the service department to obtain a new or amended RMA Number.

#### **Packaging / Shipment**

The customer is responsible for packaging the goods to ensure safe and secure transport. Whenever possible customers should use the original product packaging. The RMA Number must appear clearly on the shipping label in bold print. **NOTE: co-ax valves inc. reserves the right to refuse any product returned without a valid RMA Number.** Unless other arrangements have been made, all inbound freight is to be paid by the customer. co-ax valves inc. will not be responsible for lost or damaged shipments.

#### **Warranty Repair & Replacements**

Products deemed defective within warranty period are eligible for warranty repair or replacement, as determined by co-ax valves inc. Warranty exclusions include but are not limited to physical abuse, modifications to the product or process without concurrence of sales dept. or tampering with seal.



co-ax valves inc.



### Repair Services

All products returned to co-ax valves inc. are required to be flush cleaned of any media that could be hazardous or that could prevent the valve from being disassembled. An evaluation fee will be charged for the evaluation and repair for all units out of warranty. The evaluation fee will be waived if the repair is approved or a replacement product is purchased.

Prior to proceeding with the repair of a product, co-ax valves inc. will send the customer a quote for the repair costs. co-ax valves inc. will begin the repair promptly after co-ax valves inc. receives the customer's written acceptance of the quote for the repair costs. If the customer does not respond to the quote for the repair cost within ninety (90) days after issuance, then without further notice, co-ax valves inc. may return the product to the customer freight collect or dispose of it as co-ax valves inc. may elect with no further obligation to the customer.

co-ax valves inc. will not be liable for any damage to any products while in the possession of co-ax valves inc., unless such damage is caused by the gross negligence or willful misconduct of co-ax valves inc.

If the customer declines to have the product repaired a written statement is required stating if the unit is to be returned to the customer or scrapped onsite. If the customer chooses to have the unit returned as is, the customer must provide the applicable shipping details.

### Returns for Credit

co-ax valves inc. reserves the right to inspect all returned product for condition, wear, and abuse. All returns for credit must be received in unused, undamaged, resalable condition. If the material is not in the condition it was originally sent out to the customer, the customer will bear the cost of repair. The cost charged back to the customer will be at the discretion of the Vice President of Sales with the concurrence of the Accounting Dept.

- The packing slip must include the following information:
  - Customer Sales Order Number
  - Customer name , address, and contact information
  - Description of the reason for the return
  - RMA Number assigned by the Service Department.