

RETURN MATERIAL AUTHORIZATION INSTRUCTIONS

Return Instructions

- ◆ In order to return a Product for repair, exchange or otherwise, the Customer must obtain a Return Material Authorization (RMA) number from Relay and Power Systems.
- ◆ The Product must be returned to the address below and reference the RMA number provided by a Relay and Power Systems authorized representative.
- ◆ The RMA number provided by Relay and Power Systems is valid for 30 days from the original issued date.
- ◆ The following information must be provided in order to expedite the RMA process.
 - Valid Return Ship-To Address
 - Contact Name, phone number and email address
 - Sales Ticket #
 - Customer Purchase Order #
 - LJ Relay Model #
 - LJ Serial #
- ◆ The Product being returned must be packaged appropriately. The Product must be returned in the original package with the RMA number issued by Relay and Power Systems. Refer to the RPS LJ Relay General Terms and Conditions of Sale.
- ◆ Contact Relay and Power Systems at (610) 941-2900 or ljquotes@relaypowersystems.com.

Terms and Conditions of Repairs and Modifications

- ◆ Product repairs and modifications are warranted for eighteen (18) months from the date the repaired Product is shipped from the factory, or for the remainder of the Products original warranty, whichever is longer. All other aspects of Relay and Power Systems General Terms and Conditions of Sale apply.
- ◆ Repaired and modified Products are typically shipped from the factory 1 week following the day the Products are received.
- ◆ Payment of repaired and modified Products can be made by either issuing a purchase order or by credit card.
- ◆ A repair report will be included for each repaired Product.

Modifications

- ◆ Modification charges are quoted at time the RMA is issued.

Repairs Covered Under Warranty

- ◆ Repairs made for defects covered under our warranty will be done free of charge and the Products will be shipped back at no charge to the customer.

Repairs Not Covered Under Warranty

- ◆ A minimum service charge of \$300.00 for minor repairs per product.
- ◆ The customer will be notified of the total repair charge before any work begins if the total repair charge will exceed the minimum service charge of \$300.00, which is categorized as major repairs.

LJ Relay Repair Policy

- ◆ Customer acceptance of the repair charge is required before any work begins.
- ◆ The minimum service charge of \$300.00 per Product applies even if the repair charges are not accepted by the customer.
- ◆ Any unrepaired Product will be returned to the customer in the same condition as it was received.
- ◆ Return shipping charges will be the responsibility of the customer.

Credits and Exchanges:

- ◆ Credit and exchanges for most products will be allowed within 60 days from the original sale date.
- ◆ Products designated as Non-Cancellable/Non-Returnable (NCNR) are final and returns will not be accepted for any reason unless the Product is found to be damaged or defective when received by the Buyer, as long as the Buyer notifies Relay and Power Systems within 10 days of receipt of any defective or damaged product.
- ◆ A 25% restocking fee applies to all credit returns. Returns for credit require that all products are unopened and the original factory seal is intact.

(Cut and use as shipping label, if desired)

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Ship to:

Return to:

RMA # _____

Company: _____

Street: _____

City/State/Zip _____

Contact: _____

Phone: _____

Email: _____