

## Reiloy USA Terms & Conditions Returned Materials Authorization (RMA)

### **(1) Returning Materials to Reiloy USA**

Reiloy USA requests that all materials being sent to Reiloy USA have an RMA assigned to those components for tracking purposes and that RMA number is to be clearly legible on all shipping documents. Prior to any component shipment to Reiloy USA we ask that a request for an RMA be initiated.

### **(2) Condition of Materials Being Sent in for Inspection or Printing**

Reiloy USA requests that any components being shipped in for inspection and/or printing be disassembled and free of plastic. If items are not in a state that allows us to freely inspect, measure and/or print, a PO may be required before we are able to initiate the requested work.

### **(3) Response to Inspection**

Reiloy USA will provide feedback on the inspection that has been performed on the customer's component. We will provide either a rebuild or replacement quote based on our inspection. The inspections can be provided for review if requested.

### **(4) Terms**

Reiloy USA will log, and track returned items and status may be requested at any time. Reiloy USA does limit the storage of returned components to 12 months. After 6 months the customer will be notified by email requesting disposition instructions for returned components, if no response is provided, we will assume that the components can be scrapped, this will take place within 30 days of the last email provided.

If a returned component is replaced, we will request a disposition of the replaced component, it can be returned with the new component or discarded per customers direction.

### **(5) Return of Customers Components**

Reiloy USA will return any item shipped using the customer's preferred shipping method and account number.