

## MAGTECH INDUSTRIES CORP.

### RETURN AND REPAIR POLICY

Dear Valued Customer,

Effective immediately, we will require our customers to employ the following guidelines when returning products to us, enabling our Customer Service Department to effectively process your return in a timely manner. This policy covers all standard products not covered by separate Quotes and/or Sales Order Agreements. This policy will be reviewed on an annual basis or as needs require.

#### **RMA Number**

A “**Return Material Authorization**” (**RMA**) number is required for all returned product. You can obtain an **RMA number** by contacting our **Customer Service Department** at telephone number (702) 364-9998 or fax number (702) 364-1562.

Upon requesting an RMA number, you must have the following information available:

- Customer Point of Contact
- Phone Number
- Part Number
- Quantity to be returned

The RMA number assigned will be kept open for two (2) weeks pending the arrival of the material, after which the number will be cancelled and a new request will be required from the customer.

A packing slip referencing the RMA number, part number and quantities is required for all returned products. It is the customer’s responsibility to cover the cost of shipping the products back to Magtech Industries Corporation. Please box and pack items in such a manner to prevent damage during shipping. Magtech Industries Corporation will not accept responsibility for any damages resulting from inadequate packaging/packing.

#### **Warranty Repairs**

All products from Magtech Industries Corporation are warranted from date of manufacture. This warranty covers **Electrical Failures** and **Manufacturing Defects** only. Product failures or defects that have been caused by misuse or mishandling are not covered under this warranty and the cost of repair will be billed to the customer, including shipping and handling. It is the customer’s responsibility to verify that the product is defective prior to returning the products to Magtech Industries Corporation. A finding of “**No Defect**” at our facility will require a shop fee of \$25.00 per unit plus the cost of shipping the products back to the customer. Under normal circumstances, returned products will be shipped back to the customer by ground service within fifteen (15) working days from the time the unit is received by Magtech Industries Corporation. In the event you require expedited service, and agree to pay for the additional freight charges, please notify the Customer Service Department at the time the RMA is issued.

## Billable Repairs

Products that are returned to Magtech Industries Corporation for repair and found not to be covered by warranty will have a written estimate sent to the customer requesting a PO Number to cover the cost of repairs and shipping.

### Standard Repair Charges

• Open and Close Frame power supplies 45W lower including 45W	\$10.00 plus shipping & handling
• Open and Close Frame power supplies 45W higher and less than 250W	\$25.00 plus shipping & handling
• Open and Close Frame power supplies 250W higher and less than 1000W	\$25.00 plus shipping & handling
• ATX, 400W power supplies	\$35.00 plus shipping & handling
• Standard DC power supplies	\$45.00 plus shipping & handling
• Backplane Assemblies	\$50.00 plus shipping & handling
• LED driver / power supplies 20W lower including 20W	\$10.00 plus shipping & handling
• LED driver / power supplies 90W lower including 90W	\$20.00 plus shipping & handling
• LED driver / power supplies 100W higher and less than 500W	\$50.00 plus shipping & handling