

Greenwald Industries Returns Policy

Returns

All returns require a Returned Material Authorization (RMA) number. Please contact your customer service representative at (800) 221-0982 to obtain an RMA number prior to returning product. You will receive an RMA number within 48 hours. ALL RMA numbers expire thirty (30) days after issuance, therefore all return products must be RECEIVED at Greenwald Industries within the thirty (30) day time frame, otherwise product will be refused.

Products will not be accepted by Greenwald Industries for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. Products returned to Greenwald Industries without a RMA will be sent back at customer's expense.

Authorization of returns is at the sole discretion of Greenwald Industries. If a part is authorized for return and is a customer error, a 20% restocking charge applies. Parts must be new, unused, and contain all the original packaging.

Warranty Returns

All Greenwald Industries products ship with a 1 year limited warranty. Products to be returned must be within the warranty period. Warranty begins on the date of shipment by Greenwald Industries. Defective products may be returned at anytime during the warranty period but must have an RMA number. It will be the sole discretion of Greenwald Industries to repair or replace equipment returned defective or damaged, with new or factory rebuilt components as stipulated under the warranty policy. The repair fee is free for in-warranty service. Warranty products receive a 90 day warranty or the balance of the original OEM warranty, whichever is greater.

Mishandled or misused items are voided from the product warranty. Mishandled or misused items returned for repair are subject to the repair fee based upon the complexity of the repairs.

Non-Warranty Returns

All Non-Warranty returns must have an RMA number and a purchase order to process repairs. If the customer wishes to return a product for repair that is no longer within the warranty period, or for damage not covered by the warranty, the standard non-warranty service fee is \$60.00 an hour, plus the cost of parts. You will be notified of charges prior to execution of repairs. Non-warranty repaired products receive a ninety (90) day warranty.

Non-repairable items beyond the warranty period will be charged the minimum \$25.00 diagnostic fee for each item and returned at customer expense.

No Trouble Found Items

If the failure symptoms described by the customer cannot be duplicated by us and the unit passes our product testing, it will be reported as a “No Trouble Found” (NTF) and returned to customer.

All in-warranty and out of warranty products returned for repair that are determined to be No Trouble Found (NTF), will be charged the minimum \$25.00 diagnostic fee for each item and returned at customer expense.

Advance Replacement Policy

Once an RMA is provided, Greenwald Industries will ship new equipment to replace the defective or damaged equipment and a customer invoice will be generated. When defective or damaged equipment is received by Greenwald Industries, in original packaging, a credit for the invoice, excluding freight, will be issued. Defective or damaged Greenwald Industries product must be returned to Greenwald Industries within thirty (30) days of receipt to warrant an Advance Replacement. If the defective equipment is not returned to Greenwald Industries within 30 days, the invoice must be paid.

Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned products and must ensure that the product are properly packaged for shipping. Shipping damages, resulting from improper packaging will be the customer's responsibility and not covered under the warranty policy. You must contact the respective carrier directly to initiate claims for said damage.

Greenwald Industries will be responsible for the shipping cost for returning the products back to the customer (in-warranty service products only). Unless requested, the shipping method will be UPS Ground, or equivalent.

SHIP ALL RMA'S TO:

Greenwald Industries
212 Middlesex Avenue
Chester, CT 06412-1245

RMA # _____