



## **Return and Cancellation Policy:**

**No returned products will be accepted without prior authorization (RMA) from RPMC.**

**Contact your sales representative, or Customer Service at [info@rpmclasers.com](mailto:info@rpmclasers.com).**

**Any product that has been modified or altered in any way cannot be returned. All returned items must be in brand-new condition, unused (outside of initial qualification), and with their original tags and packaging. The customer is responsible for all return shipping costs.**

**RPMC will accept returns for the following reasons:**

### **1. Product does not meet the agreed-upon performance criteria / does not work:**

- 1) Contact your sales representative or [info@rpmclasers.com](mailto:info@rpmclasers.com) to open a ticket and start the process.
- 2) If the issue cannot be resolved remotely or by a field service technician, an RMA (Return Authorization Request) will be emailed to start the return process.
- 3) Once the RMA is completed and authorization for the return has been given, the customer is responsible for returning the product to RPMC at their expense.
- 4) When the device has been received at RPMC and/or the manufacturer, an evaluation and inspection of the stated failure will be performed and shared with the customer.
- 5) If RPMC finds that the returned product meets all specified requirements and has no failure issues, an evaluation service fee of \$500 will be charged to the customer and due before the product is returned.
- 6) Once RPMC has confirmed the issues related to the return, the customer will be notified, and a repair, replacement, or credit will be offered.
- 7) A credit that cannot exceed the total amount of the PO, minus our shipping costs, will be issued to the customer's account.
- 8) RPMC Lasers can apply any portion of the credit towards the customer's past-due invoices.

### **2. Product is not needed / no quality or performance-related issue:**

Standard products (excluding Custom or Made-To-Order products) may be returned for credit.

- 1) Contact your sales representative or [info@rpmclasers.com](mailto:info@rpmclasers.com) to request an RMA (Return Authorization Request).
- 2) Once authorization for the return has been given, the customer is responsible for returning the product to RPMC at their expense.
- 3) Once the device has been received at RPMC and/or the manufacturer, an evaluation and inspection will be performed.
- 4) If RPMC finds that the returned product is undamaged and in good working order, a credit will be issued to the customer's account, not exceeding the total amount of the PO, minus our shipping costs and at least a 25% restocking fee.
- 5) RPMC Lasers can apply any portion of the credit towards the customer's past-due invoices.

Custom or Made-To-Order products cannot be returned, but we will provide support and repair services.



### **3. Product failed during warranty period:**

The manufacturer's warranty covers the product against material and workmanship defects within the warranty period. If a defect arises and Customer Service receives a valid claim within the warranty period, we can offer an exchange, repair service, or new components for replacement as defined by the manufacturer.

- 1) Contact your sales representative or [info@rpmclasers.com](mailto:info@rpmclasers.com) to open a ticket and start the process.
- 2) If the issue cannot be resolved remotely or by a field service technician, an RMA (Return Authorization Request) will be emailed to start the return process.
- 3) Once the RMA is completed and authorization for the return has been given, the customer is responsible for returning the product to RPMC at their expense.
- 4) When the device has been received at RPMC and/or the manufacturer, an evaluation and inspection of the stated failure will be performed and shared with the customer.
- 5) If RPMC finds that the returned product meets all specified requirements and has no failure issues, an evaluation service fee of \$500 will be charged to the customer and due before the product is returned.
- 6) Once RPMC has confirmed the issues related to the return, the customer will be notified, and a replacement or repair will be determined.

### **Cancellation Policy:**

Acknowledged Sales Orders may be canceled for any reason, but a cancellation fee may be required.

- 1) Orders can be partially canceled or canceled in full.
- 2) Customer is responsible for all work in process and incurred costs.
- 3) Contact your sales representative or [info@rpmclasers.com](mailto:info@rpmclasers.com) to start the process.
- 4) If there is no work in process or incurred costs, the order will be canceled.
- 5) If there is work in process or incurred costs, RPMC will work with the manufacturer to define these costs and provide the cancellation fee required to cancel the order.