

To assist in providing the best service to our valued customers, Morden National Sales and Marketing Inc. has developed the following guidelines to help you in the unlikely event that you will need to return merchandise purchased from us. These guidelines have been developed after carefully reviewing common industry practice. We trust that you find them fair and easy to follow.

#### **Eligibility – Parts & Units**

RMA Request must be received within 60 days from date of invoice for returns of New & Unused Service Repair Parts in original packaging, and 180 days for Units in New & Unused/re-sellable condition. A restocking fee of 20% will be charged for all new and unused approved returns. *Additional charges will apply to any units not in re-sellable condition. **Electrical repair parts and special order products are not eligible for return as new and unused product.*** Request for Warranty Returns must be made within the period covered by the warranty and must fall under the terms and conditions specified in the warranty by the manufacturer.

#### **Prior Approval Required**

All returns for exchange, credit, repair service or warranty claim must be approved by Morden National and require an RMA # *prior* to return of the material. A completed Warranty Request Form is required to submit your request for a RMA#. The form can be obtained by contacting our customer service department at 1-888-259-7253 or online at [www.mordennational.com/rma.html](http://www.mordennational.com/rma.html) or by email at [rma@mordennational.com](mailto:rma@mordennational.com).

**\* ANY UNIT REPLACEMENT NOT AUTHORIZED BY MORDEN NATIONAL WILL NOT BE CREDITED \***

#### **Replacement Product Warranty**

If replacement product is desired it must be indicated on the RMA Request Form. A PO# is required for the replacement shipment and must be indicated on the RMA Request Form. All replacement products will be invoiced at time of shipment. Morden National will pay the ground freight for all warranty replacements.

#### **Repair Service**

Request for repair or rework of product damaged by customer or by freight damage is classified as Repair Service. Repair Service is billed at \$75.00 per hour for labor and net price for parts used in repair/rework. Morden National will evaluate the items returned for repair service. Customer will receive an estimate for the dollar amount, determined by Morden National, required to complete the repairs requested. A Purchase Order (PO) from the customer for that amount will be required before any work is performed.

#### **Shipping and Packaging**

ALL RETURNS MUST HAVE THE RMA# CLEARLY DISPLAYED ON THE EXTERIOR OF THE PACKAGE OR THE PACKAGE WILL NOT BE ACCEPTED. RMA ISSUED PAPERWORK MUST BE INCLUDED WITH THE RETURN.

All returns of new and unused product must be in the original packaging.

All returns must be shipped prepaid by the customer unless otherwise directed by Morden National.

Ship all approved return material to the location indicated on the RMA Verification paperwork.

#### **RMA Expiration**

Once the RMA # is issued, the product must be returned within 90 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 90 days from RMA date will not be accepted.

#### **Application of Credit**

Credit for returned product will be applied to the customer's account (less restocking fees for New and Unused returns) only after confirmation of receipt by Morden National and inspection of the product. **Warranty credit issued for components of finished goods whose replacements were not purchased through Morden National will be credited at 70% of Morden National's net price.** Issuance of a credit for a partial return of product does not relieve the customer from the obligation to remit payment for the merchandise not returned in accordance with the payment terms referenced on the customer's invoice(s). Customer will have the option to have any product that is denied for credit returned at their expense. Customers who have received prompt payment discounts will receive credit for the amount paid after discount. Morden will review the payment record prior to issuing the credit. For more information please contact Morden National directly.

#### **Contact Information**

Morden National Customer Service

Phone: 1-888-259-7253

Fax: 1-866-835-6667

Email: [rma@mordennational.com](mailto:rma@mordennational.com)

Online: [www.mordennational.com/rma.html](http://www.mordennational.com/rma.html)