



Return Material Authorization (RMA) Policy

Product returned to NOSHOK for any reason must have a NOSHOK issued Return Material Authorization (RMA) number. Warranty returns may require proof of purchase (invoice number and date).

An RMA is valid for 30 days from issuance and product must arrive at NOSHOK within that validity period.

All product must be shipped freight prepaid.

The RMA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RMA number, part number, quantity, and reason for return.

NOSHOK CANNOT BE HELD RESPONSIBLE FOR ANY PRODUCT RETURNED WITHOUT AN RMA NUMBER AND ANY SUCH PRODUCT MAY BE REFUSED AND RETURNED AT THE CUSTOMER'S EXPENSE.

An RMA number is issued in good faith based upon customer's representation of the product quantity, condition, age and reason for return. All returned product will be inspected by NOSHOK. If the product is found to be other than that originally represented, the shipment will be returned at the customer's expense.

An RMA may be requested by contacting NOSHOK Customer Service via email, fax or telephone at: 440-243-0888; FAX: 440-243-3472; email: rma@noshok.com

I. Warranty Returns

Product under warranty must have an RMA number and be returned to NOSHOK freight prepaid. If the product is determined to be covered under warranty, the product will be repaired, replaced or a credit will be issued at NOSHOK's option under NOSHOK's warranty terms. The product will be returned freight prepaid to the customer.

II. Incorrect Shipments & Product Received

For short shipments or incorrectly supplied product, discrepancies must be reported within 15 days of receipt. For short shipments, a debit memo should be issued to NOSHOK. NOSHOK will then issue a credit memo, ship the missing product freight prepaid, and issue an invoice.

For incorrectly supplied product, all returns require an RMA number and must be returned freight prepaid. A debit memo should be issued to NOSHOK for the freight. If the product is determined to have been returned for cause, NOSHOK will issue a credit for the product and the prepaid return freight. If a replacement is required, NOSHOK will ship freight prepaid and invoice for the new product.

III. General Terms for Credit Returns

Product requested to be returned for exchange or credit will only be considered if the product is unused, current standard catalog stock of latest design, and the product is in sellable condition.

NOSHOK reserves the right to reject any return request. If accepted, the return will be under the terms specified herein.

Exclusions-

The following unused products are not returnable:

- 1. Pressure gauges with custom dials or other non-standard modifications**
- 2. Gauges or transmitters attached to diaphragm seals.**
- 3. Obsolete products.**
- 4. Custom thermometers with logos or non-standard modifications.**
- 5. Custom or special order pressure transmitters and transducers.**
- 6. Product purchased with Certified Calibration**
- 7. Any pressure gauge that has a rear flange or welded bezel studs installed.**
- 8. Any pressure gauges filled with silicone.**

A. Incorrectly Ordered Product Returned for Credit

Approved product returned for credit requires an RMA number and must be returned freight prepaid within 30 days of purchase. Proof of purchase (copy of invoice) is required.

B. Credit Memos

Where required, NOSHOK will issue a credit memo for the returned or exchanged product less any applicable restocking or removal charges.

The credit memo will be issued only after receipt and inspection of product.

DEDUCTIONS FROM PAYMENTS SHOULD NOT BE MADE UNTIL A CREDIT MEMO FROM NOSHOK HAS BEEN RECEIVED.

IV. Restocking Charges

- 1. All returns will be subject to a 15% re-stocking fee**
- 2. Returns that include product that is not of standard-stock configuration will be subject to a 25% re-stocking fee.**

V. Safety & Handling Requirements

For the safety of our employees, as well as to meet government regulations, NOSHOK requires the following information to accompany returned products that have been installed.

1. MSDS (if available).
2. Signed decontamination documentation.

If these items do not accompany the return, the product will not be inspected and the RMA will not be completed. NOSHOK cannot be held responsible for any returned product that has not been decontaminated by the customer. Any such items may be refused or returned at the customer's expense.

VI. Annual Return Policy

In an effort to increase sales and improve inventory turn for our distributors, NOSHOK offers all stocking distributors one stock return per year. This program is available to allow stocking distributors the opportunity to return slow moving items and replace them with items that are higher in demand.

An RMA number must be obtained from NOSHOK to initialize your Annual Return. A packing list must be included clearly showing the RMA number, part number, quantity, and reason for return.

All products returned must be current stock items and in new condition. Items returned that have been assembled with any accessory will be subject to a **25% re-stocking fee**. Non-stock items and special production items may not be returned for credit as described under the Exclusions section of this policy. All items that have been found to be non-returnable may be scrapped or returned to you at your expense.

Upon completion of our return evaluation a total credit amount will be determined and we will advise the dollar amount of the credit due. We then require an order of **equal or greater value** be placed within 10 days after notification. When submitting your replacement order, please make reference that it is to offset your Annual Return Credit.