



RETURN MERCHANDISE AUTHORIZATION FORM



To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below. Use the tab button to easily move to the next data field or use your pointing device to place the cursor in the desired data field. Email the completed form to returns@conicaltool.com or fax to (616) 531-7742. You will be notified with an RMA number if your return request has been approved.

Shipping information for sending the product to Conical Tool Company ("CTC") will be provided once the RMA is issued. For any questions concerning completion of the form please contact Conical Tool Company's customer service by email to sales@conicaltool.com or telephone to (616) 531-8500. The full RMA process and other RMA details are described at the bottom of this form.

PRIMARY CONTACT INFORMATION

First Name:	Last Name:
Email:	Company:
Telephone:	Extension:

WHAT ADDRESS WAS THE PRODUCT SHIPPED TO?

Company Name:	
Address:	
City:	State/Province:
Country:	Zip Code:

WHAT ADDRESS WAS THE PRODUCT BILLED TO?

Company Name:	
Address:	
City:	State/Province:
Country:	Zip Code:

WHAT ADDRESS SHOULD THE PRODUCT BE RETURNED TO?

Billing Address:	
Shipping Address:	
City:	State/Province:
Country:	Zip Code:

PRODUCT INFORMATION

Product #:	Purchase Date:	PO Number #:
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Description of Issue:

Additional Comments:

RMA PROCESS & WARRANTY

GENERAL

- 1 – **RMA REQUEST:** A customer with product that does not meet specifications should request a Return Merchandise Authorization (RMA) number by filling out this form and submitting it to CTC via email to returns@conicaltool.com or fax (616) 531-7742.
- 2 – **RMA REVIEW:** The appropriate RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the product is not returned unnecessarily.
- 3 – **RMA CHARGES:** For Out-of-Specification (“OOS”) claims which resulted from an error by CTC, there will be no charges. OOS RMA returns which resulted from a customer error will require a charge. Prior to the RMA being issued the RMA Administrator will inform the customer of the charge for repair or replacement of the product and request the customer to provide a Purchase Order (PO) for the RMA to be issued. A formal quote for the associated RMA charges can be provided upon request.
- 4 – **P.O. REQUIREMENTS:** A PO must be provided for all OOS RMA returns. Additional details on PO requirements can be provided upon request.
- 5 – **RMA ISSUED:** When the RMA Administrator has confirmed a repair is necessary and all other requirements have been satisfied a reply will be sent to the customer with an RMA number including packaging and shipping instructions.
- 6 – **SHIPMENT OF RMA TO CTC:** The customer is responsible for the safe shipment of the product in appropriate packaging. Any product arriving on our receiving dock without an RMA issued is subject to return to the customer without being internally processed.
- 7 – **TEST/REPAIR: CTC** will make a best effort to repair all returned products. Product that cannot be repaired with reasonable effort will be replaced at no charge to the customer if it is determined the result of an error caused by CTC.
- 8 – **RMA TURN-AROUND TIME:** Average RMA turn-around time is 1-4 weeks from the date the RMA arrives on the CTC dock thru the date of reshipment from CTC.

ADDITIONAL RETURN POLICIES

NO TROUBLE FOUND RMA's

If an RMA is determined to be No Trouble Found (“NTF”), CTC will request additional information from the customer in an attempt to replicate the observed failure. If no additional information is available or the observed failure cannot be reproduced, CTC will return the RMA to the customer as NTF. The policy applies to all product, both standard and custom. Full technician and shipping charges do apply.

UNREPAIRABLE PRODUCT

Product returned to CTC within 30 days that is determined to be unrepairable as a result of fault that has not been induced by customer misuse will be replaced for no charge to the customer.

UNREPAIRABLE OOS

Product returned to CTC determined to be unrepairable for any reason will not be automatically replaced. OOS product found to be unrepairable due to customer error can either be returned to the customer ‘as is’ for final disposition or scrapped at CTC upon customer request. CTC will request final instructions from the customer when a product is determined to be unrepairable. Unrepairable products are subject to a reduced RMA charge of 75% of the original quoted cost to cover the replacement. A revised PO will be requested from the customer for the reduced charge amount.

SHIPPING OF RMA's TO CONICAL TOOL COMPANY

Shipping of all RMA's from the customer to CTC is at customer's expense after the RMA is issued unless there is an agreement in advance for CTC to pay for the shipment via collect shipping on a CTC shipper account. Customers are encouraged to notify CTC when RMA's are shipped and to provide shipment tracking details.

RMA's are to be appropriately packaged to ensure the safe transit of the product to CTC and with observance of proper UPS requirements for the packing materials used. Any damage or subsequent failure of the product related to inappropriate packaging will result in additional charges for the repair of the product.

SHIPPING OF RMA's FROM CONICAL TOOL COMPANY

Shipping of all RMA's to the customer from CTC is at customer's expense after the RMA is issued unless there is an agreement in advance for CTC to pay for the shipment on a CTC shipper account. Customers are encouraged to notify CTC when RMA's are shipped and to provide shipment tracking details.

RMA's are to be appropriately packaged to ensure the safe transit of the product to CTC and with observance of proper UPS requirements for the packing materials used. Any damage or subsequent failure of the product related to inappropriate packaging will result in additional charges for the repair of the product.

SHIPPING OF OOS RMA's TO/FROM CONICAL TOOL COMPANY

Shipping of all OOS RMA's determined to be from customer error is at customer's expense. The cost of shipping from CTC is not included in the quoted OOS RMA alteration charge.

ADVANCE REPLACEMENT OF OOS RMA's

CTC may provide an Advance Replacement of a failed product on a case by case basis. Only standard product will be considered for Advance Replacement upon request or at CTC's discretion. Advance Replacements are only considered for Dead on Arrival (DOA) products that are reported to CTC within 90 days of original shipment or for mission critical installations. Advance Replacements are subject to hardware product availability.

EXPEDITED RMA PROCESSING

CTC can provide expedited testing and repair of RMA's on a case by case basis for an additional charge. A quotation for expedited processing can be provided upon request.

RETURN POLICY

A restocking fee of 25% will be charged on all standard products returned after 30 days. A restocking fee of 50% will be charged on all standard products, regardless of defect, returned after 90 days and a credit memo will be issued for the difference. A restocking fee of 75% will be charged on all standard products returned after 180 days. Any product returned after 60 days and found to have no defects in workmanship or deviations in specifications is exempted for return at the sole discretion and approval of Conical Tool Company. No returns will be accepted on used, altered, coated or special / custom products, unless a defect in workmanship / the product is Out-of-Specifications and is returned within 20 days.