

# Returned Material Procedure

## RETURNED MATERIAL AUTHORIZATION (RMA) PROCEDURES

No product may be returned to Ndustría without a Returned Material Authorization ("RMA") requested in accordance with these procedures and approved by Ndustría. The following are the RMA procedures:

1. Permission to return product may also be achieved via telephone (716.551.7900) or e-mail ([info@ndustria.com](mailto:info@ndustria.com)). Please be prepared to provide all information required (serial number of product, order/invoice #, part numbers/descriptions of product, and quantity). RMA # and authorization to return will not be given until all information is provided.
2. Once authorization has been given, clearly write the RMA number on the return packing slip and on the outside of each package. Returning product without RMA number clearly visible on product may delay processing of a credit. We require that parts be returned thirty (30) days from date of RMA issue. Authorization will be withdrawn for any material not returned within that time. Authorization will be withdrawn, and goods will be returned at sender's expense if RMA number is not provided on returned product.
3. A packing list must accompany all equipment being returned specifically itemizing what is contained in the box, including part number and quantity.
4. Returns must be shipped prepaid in original or equivalent packaging. The sender assumes responsibility for shipping and adequate packaging. Ndustría will not pay shipping charges on returned material. Sender must prepay freight and is responsible for all applicable customs, duty and brokerage charges.
5. **GOODS COVERED UNDER WARRANTY**  
Ndustría will, at its discretion, repair and return or replace defective equipment covered under the terms of the warranty. Unauthorized debit memos and/or credits will not be accepted. The customer will be notified of this policy and a replacement will be shipped if the part is dispositioned as a warranty item.
6. **GOODS OUTSIDE OF THE TERMS OF WARRANTY**  
Any equipment outside the terms of warranty will be assessed by Ndustría. The customer will receive notification of necessary repairs or corrective action. The customer must, within thirty (30) days from the date of receipt of said notification, provide written instructions to Ndustría regarding the repair or action they wish Ndustría to undertake. After the expiration of the thirty (30) day period, Ndustría reserves the right to unilaterally determine whether to discard said equipment or proceed with repairs or other corrective action, ship the equipment and bill the distributor accordingly.
7. There will be a 25% restocking charge on all items approved for return for credit. Credit will be given for product only; shipping charges will not be credited.
8. Ndustría reserves the right to refuse to issue RMA's for any goods to which warranty does not apply including all misordered or excess goods.

If any of the above procedures are not followed, Ndustría reserves the right to cancel the RMA, and return the material to the sender, freight collect, or discard the returned material.

If any goods are shipped to Ndustría without an RMA, including any goods not produced by Ndustría, Ndustría will have no responsibility for those goods. If Ndustría does not receive shipping instructions and payment of all anticipated expenses within ten (10) days of notice to the sender, Ndustría may at its option return the goods to the sender, freight collect, or discard the goods in question without any liability of Ndustría to sender.

Ndustría will endeavor to achieve a maximum turnaround time of four (4) calendar weeks from the time of material receipt, providing that the sender has complied with RMA procedure.

Ndustría will endeavor to expedite the RMA process in warranty situations where customers are without heat. In these instances, turnaround will endeavor to be accomplished in not more than one week of receipt of goods, providing that the customer has complied with RMA procedures. One week is defined as the time period between the receipts of goods to the delivery of the repaired goods to shipping.

All time frames in evaluation and turnaround of products are estimates and not guaranties by Ndustría.

All returned product to the shipped to the following address:

Ndustría  
1250 William St.  
Buffalo, NY 14206

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