



DESIGN AND MANUFACTURE OF QUALITY ELECTRONIC EQUIPMENT AND INDUSTRIAL CONTROL SYSTEMS

9778 Mt. Gilead Road, Fredericktown, OH 43019

## RMA Policy (Last Update 10/19)

Thank you for entrusting Divelbiss Technical Services with your Divelbiss product repair needs. Divelbiss strives to provide reliable product repairs at an affordable cost. This is our RMA policy which describes how we will handle your product return.

### I. Authorization

1. All product returns must have a Returned Material Authorization number. Products returned without RMA numbers may cause delays in processing or be rejected and returned to sender.
2. If you do not have an RMA number, please call 1-800-245-2327 or complete the on-line form to request one. Please have your product model number, product serial number, your billing information and shipping information. For non-warranty repairs, a method of billing must be provided when requesting the RMA number.

### II. Warranty Determination

1. Product warranty determination is based on the Divelbiss Terms and Conditions warranty period (currently 1 Year from ship date). Using the provided Product Serial Number, the warranty determination will be made at RMA number issuance time. Warranty repairs will not be required to provide a billing method. All non-warranty repairs will be subject to the Estimates and Billing section (III) below.

### III. Estimates & Billing

1. You must provide a method of billing when the RMA number is requested. If credit is established, a Purchase order may be used. Otherwise we accept Visa, MasterCard or American Express.
2. Repair charges for **CURRENT PRODUCTS** (non-legacy products) are as follows:
  1. Charges less than \$100 (not including shipping charges) will automatically be billed to the provided method and the product returned.
  2. Charges that exceed \$100 (not including shipping charges) will be estimated by fax or email. This estimate must be approved, signed and faxed to Divelbiss Corporation for repair to proceed. Repair charges will be billed to the provided method of billing.
  3. If the product is estimated and you do not approve the repair, a \$75 evaluation fee will be charged.
  4. If a product is determined un-repairable, a \$45 evaluation fee will be charged. This fee will be waived if a replacement product is purchased from Divelbiss Corporation.
3. Repair charges for **LEGACY PRODUCTS** (legacy products are identified as product listed in our Legacy Products section of our website (<https://divelbiss.com/legacy.html>) or products based on products listed in the Legacy Products section)
  1. The minimum evaluation fee is \$150. If the total charges (evaluation and repair) are less than \$175 (not including shipping charges), the charges will be billed to the provided method and the product returned.
  2. Charges that exceed \$175 (not including shipping charges) will be estimated by fax or email. This estimate must be approved, signed and faxed to Divelbiss Corporation for repair to proceed. Repair charges will be billed to the provided method of billing.
4. If after 30 days, an estimate has not been approved or rejected, Divelbiss Corporation will notify that the estimate has not been approved and there is an additional 30 days until the equipment is to be scrapped if there is no response.

#### **IV. General**

1. Typical RMA processing time is approximately 2 weeks.
2. Warranty for repaired products is 30 days or the remainder of the original factory warranty; whichever is greater.
3. Products found to be out of warranty due to improper use or damage will be charged accordingly.
4. Please provide the RMA number on the outside of the packaging on multiple sides. This will allow us to route and service your product quickly and efficiently.