

Return Material Authorization (RMA) Policy for WIKA Instrument, LP

IF YOU HAVE A REQUEST FOR A MERCHANDISE RETURN, PLEASE CALL 1-888-WIKAUSA OR YOUR ACCOUNT MANAGER TO EXPEDITE YOUR RMA CREDIT OR RETURN.

For products purchased at WIKA Instrument, LP ("Seller") Lawrenceville facility, Seller will issue a credit and/or initiate a product replacement resolution within 24 hours.

Seller may require a product be returned for evaluation to make improvements in design and manufacturing processes. If a return is necessary, a shipping label and decontamination certificate will be emailed within 24 hours.

As part of the evaluation, the product may be disassembled and not re-assembled to the condition in which it was sent to Seller, rendering the product unusable. If the root cause is due to Seller, the product will be replaced.

An RMA number is valid for forty-five 45 days from issuance.

Merchandise returned to ("Seller") for any reason must have a Seller supplied Return Material Authorization (RMA) number.

Warranty returns should contain a proof of purchase (invoice number and date). All returns require the original purchase order number. If the original purchase order number is not available, a new purchase order number is acceptable for credit and rebilling.

Please use the RMA number and shipping label provided and insure the RMA number is clearly visible on the outside of the package to improve processing time. A packing list should be included referencing the RMA number, quantity, product description and reason for return.

If a failure analysis is required, a Corrective Action Report (CAR) must be requested when the RMA is issued and detailed information must be provided about the application including the type of media, and operating conditions.

An RMA may be requested by email, fax or by telephoning the WIKA RMA department.

I. Warranty Returns

(see Warranty Policy in Terms & Conditions) Seller's shipping account information will be on the RMA. Upon receipt and inspection of the material, if the merchandise is determined to be covered under warranty, the merchandise will be replaced or credited at Seller's option under Seller's warranty terms. The merchandise will be returned to the Buyer freight PPD at Seller's expense. If the merchandise is determined not to be covered under warranty, the merchandise will, at Buyer's discretion be:

- A) Returned to Buyer and freight charges will be the responsibility of Buyer; **or**
- B) Discarded; **or**
- C) Replaced and Buyer must place a new purchase order for replacement product. Freight charges will be the responsibility of Buyer.

Restocking fees may apply. Custom product is not returnable.

II. Credit Memos

Seller will issue a credit memo for the returned merchandise. Buyer should not make deductions from payments until a credit memo from Seller has been received.

III. Safety and Handling Requirements

For the safety of our employees, as well as to meet government regulations, Seller requires the following information to accompany returned product.

- A) SDS are required for all returned products which have been in service, tested or installed.
- B) Signed decontamination certification for each return.

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

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