ExpertPower®

RMA Procedure & Terms

Introduction:

The intent of this document is to set forth the procedures of returning products to ExpertPower in accordance with the provisions agreed upon with ExpertPower. This document shall not be construed to have changed any of the terms and conditions or purchase, previously agreed between the parties.

The rights described in this document shall be applicable only to customers who have purchased products directly from ExpertPower or Direct Support Privileges. ExpertPower shall not accept any warranty or other returns of products purchased from any Third Party. In all other cases, please contact your vendor from which the products were purchased.

Prior to shipment, customers must obtain a Return Material Authorization (RMA) number from ExpertPower. The RMA number is valid for 90 days, after which a new RMA number will be required.

Procedure & Terms

1. Submit a Return Request online through Amazon's Return Center. Provide a brief description of the return reason in the designated section. Based on the data supplied and possibly some additional questions and testing, our RMA Department will verify that indeed an RMA is required.
2. You will be requested to fill out the information on this RMA Form.
   - *Note: It is extremely important to fill out the form in detail. The more information provided, the faster we will be able to process the RMA.*

   A) DOA (Dead On Arrival): Must be reported within 30 days of receipt.
   B) In Warranty: An RMA number and shipping instructions will be provided. Any physical damage, re-work done to the product or defacing of parts & components will void the warranty.
3. Properly pack the RMA approved product in its original or in a suitable package and ship according to the local office instructions. Lead Acid Products require 2 walls of protection (Cardboard, Styrofoam, or other packing material) surrounding each side. Please insert the RMA form into the shipped box. Alternatively, if you would like to purchase your own postage, you may ship the RMA approved item to the following address:

   ExpertPower RMA # XXXXXX
   6437 E Alondra Blvd
   Paramount, CA 90723
4. If you choose to ship the battery on your own, a valid tracking number must be provided. If the package is lost in transit without a valid tracking number we will close the return case.
5. Upon receipt at ExpertPower, an email notification will be sent acknowledging receipt.
6. Our goal is to resolve the RMA case within (30) days upon receipt of the returned item.
7. In case no fault is found after testing the returned product(s), you may be notified of the "No Fault Found (NFF) fee" and the charge will be deducted from the total refund.
8. Upon test completion, should the product be found defective for any reason not caused by the customer, either a new replacement will be sent by ExpertPower or a refund will be issued based on customer's preference.
9. RMA replacement units are warranted for the longer of either the remainder of the product original warranty period, or 60 days from the date the RMA unit is shipped back to the customer.
10. If for a reason customer declines or is ineligible for a replacement after the product has been received by ExpertPower, we will offer the options to either return it as-is (at the customer's expense) or scrap the product.

EXPERTPOWER®

Return Material Authorization (RMA) Form

Date of Request: _____   **RMA Number**: _____

*Use the order# as your RMA# if no RMA# is assigned from the seller.

Note: Clearly print your information below. All applicable fields must be completed. Omitted or illegible information may cause delay or refusal of RMA. A detailed description is required for RMA approval.

Customer Information:

Contact Name: _____   Company Name: _____

Address: _____   City: _____ State: _____ Zip: _____

Telephone Number: _____   Fax Number: _____

Email Address: _____

Order Information:

Product Model: _____   Quantity: ____   Preference: Refund   Replacement

Reason for RMA – Detailed description is required:

_____
_____
_____

Product Model: _____   Quantity: ____   Preference: Refund   Replacement

Reason for RMA – Detailed description is required:

_____
_____
_____

For Office Use Only:

Warranty Description:	☐ In Warranty ☐ Out Warranty	☐ DOA ☐ Other	
Issued by:		Action Taken:	
Date Received:		Date Closed:	