

RETURN MATERIAL AUTHORIZATION/STOCK ADJUSTMENT

- A.) All Returns to be made within thirty days of issued Return Material Authorization form.
- B.) Written authorization (RMA Number) from Electri-Flex offices in Roselle, IL is required.
- C.) Products must have been shipped to the distributor within twelve (12) months from the date of return request. The product must be listed in Electri-Flex Company's catalog at the time the return is made. Products manufactured to a buyer's specification, "any made to order or customer products" will not be accepted for credit or exchange. Custom products are considered Non-cancellable, non-returnable.
- D.) Products must be contained in their original package, and resalable, to be accepted for credit or exchange.
- E.) All credits will be in the form of a credit memo/merchandise credit.
- F.) All other Electri-Flex products, as contained in the catalog, will be assigned a restocking fee. All transportation costs involved in the return of product for inventory adjustment will be based on a case-by-case basis.

WARRANTIES

- A.) Electri-Flex will, in case of product claim, be liable for only the price of the goods purchased. Remedies with respect to products sold by Electri-Flex will be limited only to the right of replacement, or to repayment of user's price of its product
- B.) Failure to enforce any provisions of this Distributor Policy shall not be construed as a waiver of such provisions in future enforcement