



## **Belanger Inc.**

### **Return Merchandise Authorization Policy**

Subject to the applicable Terms and Conditions of Sale, the following procedures shall apply to any return of Products (including equipment and replacement parts):

#### RMA Request

- Prior to proceeding with the return of any Product, Buyer shall issue a written request to Seller for a Return Merchandise Authorization (“RMA”) number, setting forth the reason for such request in reasonable detail. If an RMA request relates to a warranty claim or other issue with a Product, the RMA request shall be made no later than 10 days after the issue has occurred or is discovered.
- Written requests for an RMA shall be delivered to Belanger by e-mail sent to the following address: techsupport@belangerinc.com. Each returned Product should be listed separately on the RMA form. Requests for distributor stock returns should be submitted separately from any warranty returns.
- If the return request is accepted by Seller pursuant to the Terms and Conditions of Sale and/or applicable warranty, Seller shall issue an RMA number to Buyer to return the Product.

#### Return of Products by Buyer

- In order to be eligible for merchandise credit or replacement, all of the Products included in an RMA must be received by Seller within 40 days from the date the RMA number was issued. Credit or replacement will be denied for any items received after 40 days.
- The following requirements must be fully met by Buyer for the return to be processed. If the requirements are not met, the Products may be promptly returned to Buyer at Buyer’s sole cost and expense.
  - The box containing the returned Products must be visibly labeled with the RMA number. The returned Products must each be clearly marked with their respective Belanger part number.
  - If the return is a Product that has failed or is otherwise subject to a warranty claim, the return must include the date the Product was installed and the date it failed.
  - When returning Products that are subject to multiple RMA’s in the same shipment, all Products from the RMA should be in the same box or bag with the paperwork for that RMA, and on the outside of the box, write all the applicable RMA numbers.
  - All Products accepted for return by Seller that are not subject to a potential warranty claim must, unless approved by Seller in writing, be in unused, resaleable condition and still in their original shipping container and/or packaging.
  - All returned Products should be returned to the address provided by Seller in writing to Buyer at Buyer’s sole cost and expense (freight prepaid by Buyer). If no address is provided at the time the RMA number is issued, the Products should be returned to the following address:

Belanger, Inc.  
31840 Enterprise Dr., Building 5  
Livonia MI 48150

- Buyer shall bear the risk of loss with respect to all shipments, both from Buyer to Seller and from Seller to Buyer, pursuant to this RMA policy.

#### Evaluation of Products by Seller

- If all of the above requirements are met, Seller will examine the returned Products to determine the cause of any failure or non-conformance, if applicable, and evaluate whether the returned Products are subject to Seller's limited warranty, if applicable.
- At Seller's sole discretion, certain returned Products must be sent to Seller's vendors for analysis before a return for such Product may be accepted.
- If any Product is returned to Seller pursuant to a warranty claim, and no defect is found upon inspection, the Product will be returned to Buyer, and Buyer shall be invoiced for the return freight, plus a \$50 "No Defect" charge for each Product returned.
- For the avoidance of doubt, the recommendation of a return or replacement of a Product by any of Seller's personnel (such as Seller's technical service providers) **DOES NOT** guarantee that such Product will be accepted for return or replacement until evaluated by Seller and accepted by Seller.

