

PRODUCT REPAIR & RETURN POLICY

THE POLICY

This policy defines the conditions under which Customers of Mitsubishi Electric Automation, Inc. (MEAU), Technical Service & Support (TSS) may return products for warranty and non-warranty repair. This policy applies to all products sold by MEAU. By requesting a Return Material Authorization (RMA) number and returning a product for repair shall be deemed Customer's acceptance of the Product Repair & Return Policy, Publication P72-07X-TSSPTS-001_Product Repair & Return Policy. This publication supersedes all previous versions and publications of the Product Repair & Return Policy.

RETURN REQUIREMENTS

Return Material Authorization (RMA) – All MEAU Automation Control products for Repair & Returns require a pre-approved RMA number.

Required Information – Customer's requesting warranty or non-warranty repair must complete all sections of the Repair & Return Request form.

Repair Purchase Orders – All RMA requests, Warranty and Non-Warranty, are required to have a valid Customer repair purchase order number. RMA authorizations will not be issued without a Customer repair purchase order.

RETURN PROCEDURE

Complete Request Form – Customers are required to complete all five sections of the Product Repair & Return Request form: Sold To: Customer Contact Information Sold To: Account Information, Ship To: User Information, Purchase Order Information and Product Problem Information. For multiple items, Multiple Item Repair & Return Request Form can be used.

Fax Request – In United States: fax to (847) 478-2503, Vernon Hills, Illinois office. **In Canada:** fax to (905) 475-7935, Markham, Ontario office. Without the written request, RMA numbers will not be issued and verbal requests will not be accepted. Technical Service & Support Repair Department will issue the RMA number and notify Customer via email.

RETURN SHIPPING REQUIREMENTS

MEAU is not responsible for any loss or damage to product in transit. Ship only freight prepaid. Freight collect will NOT be accepted. The Sender is responsible for any inbound Custom charges. The RMA number must be listed on the shipping label, carton packing slip, and all Customs documents. MEAU is not responsible for items delayed or lost.

UNITED STATES	MITSUBISHI ELECTRIC AUTOMATION, INC.	CANADA	MITSUBISHI ELECTRIC AUTOMATION, INC.
☎ (847) 478-2500 x 1	RMA#	☎ (905) 754-3811	RMA#
	500 Corporate Woods Parkway		4299 14 th Avenue
	Vernon Hills, Illinois 60061 USA		Markham, Ontario L3R 0J2 CANADA

WARRANTY REPAIR & RETURN

Product Returned for Warranty Repair - All products are subject to the terms of their respective original Limited Warranty or Extended Warranty Agreement. TSS shall make the final determination as to the application of warranty. Product requiring repair and found to be within Warranty will be repaired and returned without charge from the respective facility, freight prepaid, (does not include customs and duties) F.O.B. Vernon Hills, Illinois or Markham, Ontario. MEAU is not responsible for any loss or damage in transit.

Customer's Responsibility To Validate Warranty Time Period - Warranty claims must be received by MEAU within the warranty period. Customer is responsible for supplying purchasing information (original purchase order number & date issued to MEAU) to permit MEAU to determine the warranty period for the Product.

Products Found Non-Warranty on Warranty Claims – TSS will notify Customers when it determines that Products returned on a warranty claim are not covered by the Warranty. The customer will have 5 days from the fax date to accept or decline the non-warranty repair. If the Customer declines to authorize the Non-Warranty repair or fails to respond within the 5 day period, Customers will be charged the minimum inspection charge of \$275 USD (CAD equivalent in Canada) and returned at Customer's expense. All items determined to be Non-Warranty will be subject to Non-Warranty terms and conditions.

Requests Not Accepted For Warranty Repair - Items with claims of shipping damage and/or missing parts, return of product for warranty failure credit, or unapproved updates for hardware, firmware, and software.

NON-WARRANTY REPAIR & RETURN

Repair Charges - All Non-Warranty items are subject to one of the below repair charges and are invoiced upon return shipment.

- **FLAT RATE REPAIR CHARGE** - This price is included in the Repair & Return Request form at the time of RMA number is issued and is only valid for that RMA number. This price includes repair parts and labor to repair the RMA approved item. The Repair Price does not include cosmetic repair or replacement of missing parts, replacement of missing vital/critical parts or assemblies, rebuilding/overhaul of products requiring extensive repair part replacements and/or repair labor time. Repair Prices are in United States Dollars (USD) for the United States facility and Canadian Dollars (CAD) for the Canadian facility and are subject to change without notice. The FLAT RATE REPAIR CHARGE includes the cleaning fee.
- **CLEAN AND INSPECT ONLY CHARGE** - In the event that a No Problem Found condition is determined by TSS and the product is not in need of a repair, a minimum inspection charge of \$275 USD (CAD equivalent in Canada) will be invoiced. This fee includes cleaning service.
- **EXPEDITE FEE ALL PRODUCTS** - Customers requiring an EXPEDITED repair on All Products and have circled RUSH in the Repair Lead Time Requested box on the request form, will be billed an additional fee of \$325 **USD** (CAD equivalent in Canada) in addition to the Repair Charge. Product will be placed as a priority on the Repair Department Work List.
- **ITEMS DEEMED NOT REPAIRABLE** - In the event Product is found to have one or more of the following conditions: extensive physical and/or electrical damage, missing vital/critical parts, unauthorized modification, repairing cannot restore the Product to its original operating specifications; the Product will be deemed un-repairable and, at Customer's option, returned to the Customer or scrapped. Customers who request return of the Product will be invoiced a \$100 fee plus shipping and storage charges. The fee will be waived if Product is scrapped at our facility.
- **Repair Return Shipping – Unless otherwise requested by the Customer**, return shipments will be sent via standard ground transportation freight prepaid and added to invoice. Air freight or special handling at Customer's request will be charged accordingly. All returns are, F.O.B. Vernon Hills or Markham Ontario.
- **Abandoned Property.** Unless you provide alternative instructions, TSS will ship your repaired or returned product to the mailing address you furnished when you authorized service. If your product is returned to TSS because delivery could not be completed at the address given, TSS will attempt to contact you for an alternative mailing address. If you do not provide an address at which TSS or its agent may deliver your product within sixty (60) days after the original delivery attempt, TSS will consider your product to be abandoned. In the event that your product is abandoned, TSS may dispose of your product in accordance with applicable provisions of law, and, specifically, may sell your product to pay for any outstanding service performed. TSS reserves its statutory and any other lawful liens for unpaid charges.
- **Repair Warranty** – All non-warranty repairs by TSS shall have a one year (12 months) limited warranty on parts replaced and labor performed commencing from the date of return shipment. Subject to all of the terms and conditions of this policy, TSS will repair or replace any Product that fails to meet this warranty during the Warranty Period. The Repair Warranty does not cover failures or damage to repaired product due to misuse, modifications, neglect, accident, improper installation, excessive physical & electrical stress or operation under abnormal or improper environmental conditions. Product must be returned freight prepaid. Collect shipments will be refused and returned at Customer's expense. Customer understands that repairs may include replacement of Product, parts or components thereof with functionally equivalent reconditioned Product, parts or components.