

# RETURN POLICY

## GENERAL REQUIREMENTS

- A Return Material Authorization (RMA) Request Form must be submitted prior to returning product
- Required Information:
  - Purchase Order (PO) number and Invoice number
  - Article number
  - Quantity
  - Production code and/or serial number
  - Detailed reason for request, pictures if available
  - Contact email and phone number
- All return requests and claims (except warranty claims and goodwill returns) must be reported within 10 business days from invoice date
- Murrelektronik reserves the right to refuse the return if part or packaging is not in its original condition
- Reference the RMA number on the shipping label and in the subject line of any future correspondence
- Parts must be returned within 14 days of RMA issue date unless notified prior to expiration
- Email your tracking number(s) and number of packages to [RMAdept@murrinc.com](mailto:RMAdept@murrinc.com)

## GOODWILL/OVERSTOCK RETURNS

- Only items from an invoice date less than 6 months old will be considered for return.
- All returns are subject to a restocking fee
- Items that are non-stocked in the US are non-returnable
- To determine product return eligibility, please refer to the price list or contact your Inside Sales Representative.
- Total return value must be \$50 or higher
- Upon restock approval from our Quality department appropriate credit will be issued
- Murrelektronik reserves the right to refuse the return if part or packaging is not in its original condition

## WARRANTY CLAIMS

- Murrelektronik's standard warranty is up to one year from date of invoice
- Freight charges are the responsibility of the returning party
- Production codes for applicable items must be submitted prior to return (ex: 21230 - 1.00-1.02)
- Detailed descriptions of the failure or damage are required
- Our standard process is to issue a replacement or credit once the part has been received and evaluated by our Quality department
- In emergencies, warranty items can be replaced at no charge PENDING evaluation by request only:
  - If no defect is found, or the defect/damage is determined to be a customer failure or not covered under warranty, a debit will be issued against the no-charge replacement unit. The evaluated part can be returned to the customer at their expense or scrapped at our US warehouse.
  - If no replacement is requested and no defect is found, the original unit will be returned at customer's expense or scrapped at our US warehouse and no credit will be issued

## OUT OF WARRANTY EVALUATIONS

- Murrelektronik will charge a \$100 evaluation fee to cover the cost for the evaluation and the cost of disposition.  
A PO is due when the request is submitted
- After evaluation, if additional charges apply, customer will be notified and can send a PO.
- If we have not received a response or PO after 45 days from evaluation, the product will be scrapped

## NON STANDARD WARRANTY

- For warranty terms related to custom parts and warranty periods beyond Murrelektronik's standard conditions, please refer to your product specification or special quote conditions provided at time of purchase
- Evaluation requests for products over 3 years will be quoted on an individual basis

## STOCK ROTATIONS

- Participation in a Stock Rotation Program depends on your Pro Partner program status. Before sending your merchandise in for rotation, please contact your Murrelektronik Sales Manager to discuss conditions
- Email [RMAdept@murrinc.com](mailto:RMAdept@murrinc.com) to request a Stock Rotation Request Form and see Murrelektronik's Stock Rotation Policy for additional guidelines