

# Distributor Return Material Authorization Policy



*Each product must have been purchased through a Winland Authorized Distributor to qualify for this return service.*

The Winland Quality Policy: *Exceptional Customer Care is our Priority.*

Winland is committed to providing our business partners with products, service, and support that exceeds their expectations. We are continuously dedicated to improving our organization throughout and strive to position Winland above the competition.

With that in mind, we at Winland fully understand the time and costs involved to process return material requests. We believe that if all parties follow the below-mentioned procedures, returns can be processed in a timely manner and will allow us to provide the service and support that all our customers expect of us.

1. All material returned must be accompanied by a return material authorization number (RMA).

Please complete and email the Return Material Authorization Form found at ([www.winland.com/contact/](http://www.winland.com/contact/)) to [rma@winland.com](mailto:rma@winland.com). You will receive your RMA number back via email within two (2) business days.

*All returns are subject to preapproval and are NOT an authorization of credit.*

Please be prepared to provide the following documentation for pre-approval

- \* Proof of Purchase (Winland warranty starts at time of purchase from Winland).
- \* Original Purchase Order Number.
- \* Product Model Number and Description of Product.
- \* Serial Number.
- \* Quantity that you are requesting authorization for.
- \* Reason for return request - include as much detail as possible.

2. Packaging of Returns

- \* All returns must clearly identify the Return Material Authorization number on the outside of the package. Included with the parts being returned should be all RMA documentation.
- \* Winland will refuse any return of items that do not meet the above mentioned requirements.
- \* Winland is not responsible for lost or damaged parcels.
- \* All Return Material Authorization materials must be sent via traceable means.

3. Return Privileges

- \* Returns due to customer error/change/convenience may be subject to a 25% restocking fee.
- \* Product that cannot be resold in current packaging may be subject to a 25% restocking fee.
- \* Credit will only be issued for material determined to be defective or covered under Winland's standard warranty policy after a full inspection of all returned material. Modifications made to the product will void any warranty.
- \* The RMA number(s) will be valid for 30 calendar days and all material must be returned to Winland in that time frame.
- \* Material that has been processed or converted by the customer will not be authorized for return unless approved by a Winland representative.
- \* No deductions can be taken prior to issuance of credit.
- \* Product repair requests are subject to a \$70 evaluation fee for product that is no longer under warranty.

4. Replacement Requests

- \* A purchase Order is required with product replacement requests.

*Distributor Return Material Authorization Policy is subject to change without notice.*