

# RETURN MATERIAL POLICY

For any goods to be returned to Strahman Valves Inc. or BI-TORQ Valve Automation by a customer, an RMA (Return Material Authorization) number must be obtained by the customer from our Customer Service department prior to shipping material back. An RMA number will be issued within 2 working days of receipt of your request to return goods by our Customer Service department. Any merchandise returned to Strahman valves Inc. or BI-TORQ Valve Automation without an RMA number referenced will be returned to the customer at customer expense.

RMA numbers will be issued for "warranty and repair" returns, "wrong product ordered" returns, "shipping errors" by Strahman Valves Inc. and BI-TORQ Valve Automation returns, "damaged product" returns and any other authorized returns by our Customer Service department.

## Warranty and Repair Return

All Warranty and return items must not only include the RMA number assigned by our customer service department but must also include the Material Safety Data Sheet (MSDS) with the goods returned. All warranty returns must be received at the Strahman Valves, Inc. or BI-TORQ Valve Automation facility no later than 30 days from the issuance of the RMA number.

All warranty returned goods to be repaired should be sent back insured and packaged to prevent damage to the goods in transit. The cost of the return, unless due to an error by Strahman Valves Inc. or BI-TORQ Valve Automation is the responsibility of the customer. Do not send any returned goods to Strahman Valves Inc. or BI-TORQ Valve Automation freight collect, because it will be refused and not processed accordingly.

## Non-Warranty Return

An RMA will be issued for the wrong product ordered discrepancies by the customer. If reported within 10 days after receipt of goods, subject to Strahman Valves Inc or BI-TORQ Valve Automation approval and at Strahman Valves Inc. or BI-TORQ Valve Automation sole discretion restocking charges may be reduced or forgiven. If the wrong product ordered discrepancies are reported after this period, Strahman Valves Inc. and BI-TORQ Valve Automation reserve the right to impose a restocking fee. No RMA will be issued for wrong product order discrepancies exceeding 30 days after shipment. All return items must not only include the RMA number assigned by our Customer Service department but must also include the Material Safety Data Sheet (MSDS) with the goods returned. All returns must be received at the Strahman Valves, Inc. or BI-TORQ Valve Automation facility no later than 30 days from the issuance of the RMA number.

All returned goods should be sent back insured and in original packaging to be considered for full credit and to prevent damage to the goods in transit. Returned goods must be in condition for resale and as new equipment to qualify for credit and must not have been installed. The cost of the return, unless due to an error by Strahman Valves Inc. or BI-TORQ Valve Automation is the responsibility of the customer. Do not send any returned goods to Strahman Valves Inc. or BI-TORQ Valve Automation freight collect, because it will be refused and not processed accordingly. All returned material is subject to a restocking fee.

For shipping errors caused by Strahman Valves Inc. or BI-TORQ Valve Automation, the manufacturer will pay for all return shipping fees.

A custom-made product is not returnable and no RMA will be issued.

## Shipping Damage

If the product is damaged in shipment during transit from Strahman Valves Inc. or BI-TORQ Valve Automation to our customer, our customer must file a claim with our carrier (Fed Ex or UPS). DO NOT SEND the damaged good(s) back to the manufacturer without first contacting our Customer Service department.

## Strahman Valves RMA procedure for any of the above noted:

Please follow these simple steps when preparing to return material to Strahman Valves Inc. or BI-TORQ Valve Automation:

1. Obtain an RMA number from our Customer Service department
2. Include the packing slip with the following information:
  - A. Customer Sales Order Number
  - B. Customer name, address, telephone number, and email address
  - C. A description of the reason for the return
  - D. The RMA number assigned by our Customer Service department.
  - E. Returned product to Strahman Valves Inc. or BI-TORQ Valve Automation must be received at their respective facility no later than 30 days after issuance of the RMA number.
3. The package returned with the product must clearly show the RMA number on the outside of the package. The RMA number should be printed in tall red lettering on the two opposite sides of the package.
4. The item(s) returned must also be tagged with the issued RMA number sent to our customer by our Customer Service department.

**PLEASE NOTE THAT FAILURE TO FOLLOW THE ABOVE RULES WILL RESULT IN A DELAY OF PROPERLY PROCESSING YOUR RETURN.**

Strahman Valves Inc. and BI-TORQ Valve Automation reserve the right to inspect all returned product for condition, wear, and abuse. If the material is not in the condition it was originally sent out to the customer, the customer will bear the cost of repair. The cost charged back to the customer will be at the discretion and approval of management.

Also, note that no RMA will be issued for USED PRODUCTS unless they are being sent for repair.

Restocking Fee Schedule - 30% of the price for all of the returned items.