



2205 W. 126TH Street Unit B. Hawthorne CA 90250 / O: 800-889-9138 / www.amag.com / orders@amag.com

AMAG RETURN MATERIAL AUTHORIZATION (RMA) POLICY

A return request can be classified in one of the following categories:

In-Warranty Repair -- AMAG will replace with new units OR refurbished units (at our discretion). Prior to requesting an RMA, unit(s) must be validated by our Technical Support Department and have a Technical Ticket # assigned. Warranty for the replacement unit(s) will be equal to the new or refurbished product policies.

- o Requests for **Advance Replacement** units with Technical Ticket # will be approved and shipped on an individual basis. We may ship new or refurbished units at our discretion, charging the applicable current new or refurbished price on the advance replacement sales order. When we receive the failed units in our facility and upon verification of the returned product, the appropriate credit will be issued against that sales order; provided, the product was determined to be in-warranty.

Out-of Warranty Repair -- AMAG will replace with refurbished units and charge according to repair prices established in the current AMAG Price List. The warranty will be for 120 days.

If you are requesting an RMA for one of the above reasons, please contact Tech Support. They will take care of your request.

AMAG Tech Support hours for US customers is 5 AM PST - 5 PM PST Monday thru Friday.
[1-800-874-1091](tel:1-800-874-1091)

Return for Credit -- AMAG will accept product for credit if the product is in new condition, unopened and in its original packaging. All returns must be made within **90 days** of the purchase date and will be subject to a **20% restock fee**.

To request a return of over purchased items please contact the RMA Coordinator via email to **orders@amag.com**. Or you may call **800-889-9138**.

Please note:

- o If you are requesting an advance replacement or an in warranty repair on AMAG Symmetry product, you will be required to troubleshoot the unit with our AMAG Technical Support Department
- o Tech Support will complete your RMA form during troubleshooting
- o Product received with no RMA# referenced may be delayed and subject to a \$25.00 processing fee.
- o Product returned with **no fault found** may incur an evaluation fee of \$50.00, in addition the unit may be returned to the requestor at their expense with no credit owed.
- o Custom programmed units or credentials can not be returned. No exceptions.
- o Third party products are subject to suppliers return policies. If the supplier agrees on the return, you will be held to their policies and restocking fees.
- o All return authorization numbers are valid for 60 days.

Additional information regarding our product warranties and policies can be found in the AMAG Certified Reseller Agreement. Please allow 24 hours for your RMA request to be processed.