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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 a technical ticket # assigned. Warranty for the replacement unit(s) will be equal to the new or refurbished product policies. To obtain a copy of our product policies, please call our Customer Relationship Department at (800) 889-9138 or send us an email at orders@amag.com

- 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.

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, AMAG Technology, Inc. has created a Return Material Authorization (RMA) Form to help simplify the return process. You may obtain a copy of the form by contacting the Customer Relationship Department at **800-889-9138** or orders@amag.com. The RMA request form and our RMA policy are also located on our website at <http://www.amag.com/services>. Use of the form is strongly encouraged to ensure prompt processing of your RMA request.

Please note:

- 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 prior to requesting and completing the RMA Request Form. The technical ticket # must be referenced on the form to qualify for a RMA#.
- Product received with no RMA# referenced may be delayed and subject to a \$25.00 processing fee.
- Product returned with **no fault found** may incur an evaluation fee of \$50.00, in addition the unit may be returned to requestor at their expense with no credit owed.
- Custom programmed units or credentials can not be returned. No exceptions.
- Third party products are subject to suppliers return policies. If supplier agrees on the return, you will be held to their policies and restocking fees.
- 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. Should you need immediate action on an RMA, please call AMAG Technology, Inc., Customer Relationship Department for assistance at **800-889-9138** or email orders@amag.com.